

Online Retirement Application

Human Resources Specialist Guide

US OFFICE OF PERSONNEL MANAGEMENT (OPM)

RETIREMENT SERVICES

Contents

Introduction	2
General Workflow	2
Adding New Applicants	3
Pre-application	3
Drafting Pre-Application.....	3
The Status of the Pre-Application	5
The Applicant Dashboard.....	6
Preview Status for the Unfinalized Pre-Application	6
The Applicant Receives the Email Invite to Complete the Application	6
Completing the Certified Summary of Service (CSOS).....	8
The HR Specialists takes the steps to complete CSOS.....	8
HR Application Review and Completion of CSOS.....	9
The Finalized Retirement Application	17
HR Checklist.....	21
Required Document(s) Upload.....	23
Applicant Overview after Certification.....	27
HR Dashboard View after Certification	28
Applicant Dashboard After Certification	29
Quick Tips.....	30
Resolving Discrepancies	30
Rejecting the Application	30
Withdrawing and Re-opening an application	31

Introduction

The Online Retirement Application (ORA) resource guide is created to assist the HR Specialist in serving future retirees. The Job Aid walks the HR Specialist through the ORA workflow. The document provides short, detailed instructions for Adding New Applicants, completing the Pre-Application/Retirement Application, Certified Summary of Service (CSOS), the HR Checklist process, resolving Discrepancies and more.

General Workflow

Login

1. Use the following link to log into ORA [Sign in · OPM Online Retirement Application](#)
2. Link your ORA account to your Login.gov account (first time only) or sign in
3. Create digital signature PIN (first time only) that will be used to certify forms within ORA

Create applicant account & Complete Pre-application

4. From the HR Dashboard select New Applicant Profile to add a new applicant. ORA will send applicant an automated email that their account has been created.
5. Complete the Pre-application. This will initiate the workflow and provide the applicant with the correct retirement application to complete.

Complete Certified Summary of Service (CSOS) & Retirement Application Review

6. Complete the Certified Summary of Service in tandem with the applicant completing their retirement application. This is the first opportunity to upload supplemental documents that will be required for the application package. The applicant will be able to see documents that you upload.
7. The retirement application must be in a “ready for payroll” status before the CSOS can be certified by HR. This means HR must approve/finalize the **retirement application and all applicant uploaded documents first**.
8. Once HR finalizes CSOS, the applicant will review and approve the CSOS.

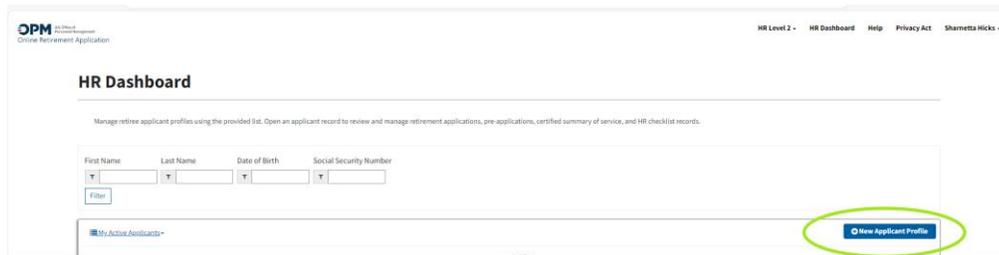
Complete HR/Employing Office Checklist

9. When the Retirement Application and CSOS are both in a “ready for payroll” status, the checklist will be available to complete. This is the second and final opportunity to upload supplemental documents that are required for the application package.
10. Certify entire package to payroll for further processing. All sections will be in a “ready for payroll” status. Once the package is assigned to a payroll specialist, the status will update to “in payroll review”. The status will update to “Submitted to OPM” when processed by payroll.

Adding New Applicants

1. Please note the applicant may need to link their personal email address to their Login.gov account to view and complete the application.

- a. From the **HR Dashboard**, enter the **New Applicant** information (see images below)

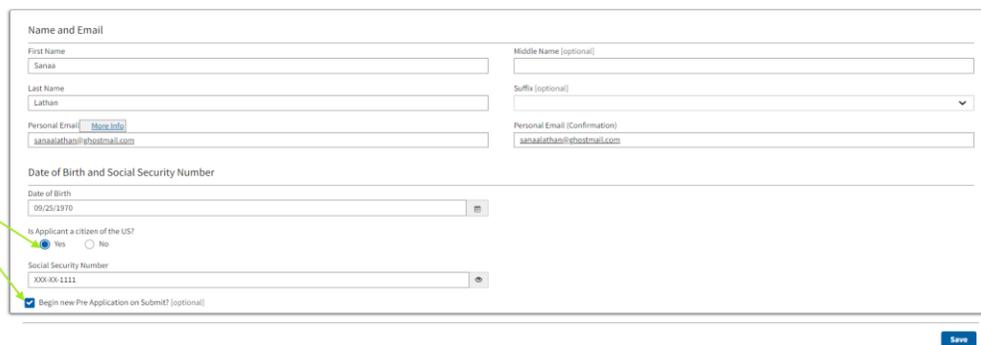


The screenshot shows the OPM HR Dashboard. At the top, there is a navigation bar with 'HR Level 2', 'HR Dashboard', 'Help', 'Privacy Act', and 'Shametta Hicks'. Below this is the 'HR Dashboard' title and a sub-header 'Manage retiree applicant profiles using the provided list. Open an applicant record to review and manage retirement applications, pre-applications, certified summary of service, and HR checklist records.' A search bar contains fields for 'First Name', 'Last Name', 'Date of Birth', and 'Social Security Number', with a 'Filter' button. Below the search bar is a 'My Active Applicants' section. A blue button labeled 'New Applicant Profile' is circled in green.

Figure 1 Adding the Applicant in ORA

- b. Then click Save.

New Applicant



The screenshot shows the 'New Applicant' form. It is divided into several sections: 'Name and Email' with fields for First Name (Sanaa), Middle Name (optional), Last Name (Lathan), Suffix (optional), Personal Email (sanaalathan@hotmail.com), and Personal Email (Confirmation) (sanaalathan@hotmail.com); 'Date of Birth and Social Security Number' with a Date of Birth field (09/25/1970) and a Social Security Number field (XXX-XX-1111); and a section for 'Is Applicant a citizen of the US?' with radio buttons for 'Yes' (selected) and 'No'. There is also a checkbox for 'Begin new Pre Application on Submit? [optional]' which is checked. A 'Save' button is located at the bottom right.

Figure 2 New Applicant Profile

Pre-application

Drafting Pre-Application

This image below shows the status of the application from the HR Side, prior to the completion of the Pre-Application

- The Pre-Application is still in **Draft**.
- The HR Specialist has **Not Started** the Certified Summary of Service

My Active Applicants			New Applicant Profile								
Full Name	Department	Agency	Last Activity Date	Pre Application Status	Retirement Application Status	Certified Summary of Service Status	HR Checklist Status	Payroll Checklist Status	Projected Retirement Date	Last Successful Login	HR Notes
Sanaa Lathan	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	9/30/2024 9:49 AM	Draft	Not Started	Not Started	Not Started		1/30/2025		

Figure 3 The Applicant is Now Added in ORA

Complete the cards below listed as **Not Started** (entering the relative information pertaining to the applicant)

- a. Federal Service
- b. Retirement Type and Provisions
- c. Applicant Address
- d. Finalize Pre-Application (CSRS or FERS, and Voluntary Retirement) Do you want to release the Pre-App to the applicant.
- e. If you select **Yes** (the HR Specialist has the option to choose to **Begin the Certified Summary of Service (CSOS)** and release the Application to the applicant.
 1. The Applicant will receive another email advising the retirement application is available for completion.
 2. The information completed by the HR Specialist will automatically populate for the Applicant's convenience.
 3. The option to finalize Pre-Application and complete the Certified Summary of Service is given at this point.

Pre-Application Sanaa Lathan

Select a section to continue your application. Draft

Federal Service
Please provide details on the Applicant Federal Service. ! Not Started [Go](#)

Retirement Type and Provisions
Please provide information on the Applicant Retirement Type and Provisions. ! Not Started [Go](#)

Applicant Address
Please provide Applicant Address information. ! Not Started [Go](#)

Finalize Pre Application
Finalize the Pre-Application and grant access to the Applicant. ! Not Started [Go](#)

[Back to Applicant](#)

Figure 4 Completing the Pre-Application Cards

Application Overview

- ✓ Federal Service
- ✓ Retirement Type and Provisions
- ✓ Applicant Address
- Finalize Pre Application**

Finalize Pre Application

HR Sections Completed
Finalize the Pre Application and release to Applicant?
 Yes No

Begin Certified Summary of Service [optional]

[Back](#) [Save](#) [Save and Next](#)

Figure 5 Finalizing the Application and Option to complete the CSOS

- If you select **No** the Certified Summary of Service will not be an option from this page. Additionally, the applicant will not receive access to their application because the Pre-Application has not been finalized. No email will be sent to the applicant.

Application Overview

- ✓ Federal Service
- ✓ Retirement Type and Provisions
- ✓ Applicant Address
- Finalize Pre Application**

Finalize Pre Application

HR Sections Completed
Finalize the Pre Application and release to Applicant?
 Yes No

[Back](#) [Save](#) [Save and Next](#)

Figure 6 The Option to Complete the CSOS Not Present

The Status of the Pre-Application

The image below shows the application status from the HR Side, prior to the completion of the Pre-Application

- The Pre-Application is still in **Draft**.
- The HR Specialist has **Not Started** the Certified Summary of Service.

My Active Applicants New Applicant Profile

Full Name	Department	Agency	Last Activity Date	Pre Application Status	Retirement Application Status	Certified Summary of Service Status	HR Checklist Status	Payroll Checklist Status	Projected Retirement Date	Last Successful Login	HR Notes
Sanaa Lathan	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	9/30/2024 9:49 AM	Draft	Not Started	Not Started	Not Started		1/30/2025		

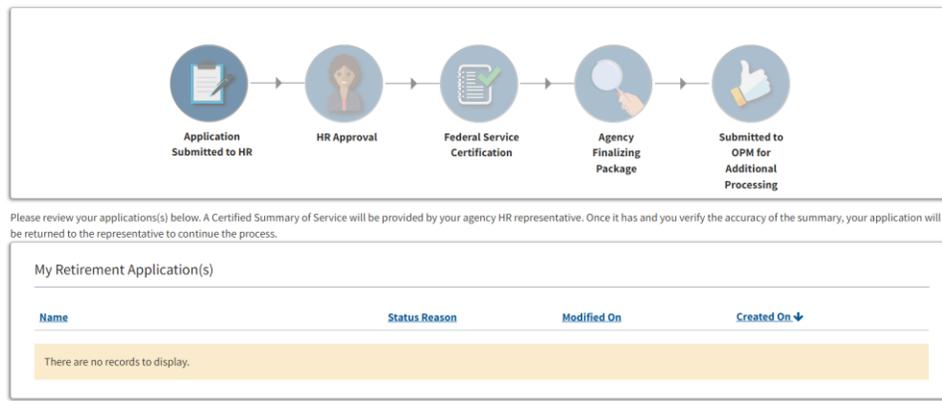
Figure 7 The Status of Each Stage in the Application

The Applicant Dashboard

Preview Status for the Unfinalized Pre-Application

After HR Specialist has added the applicant account but has not completed the Pre-Application.

My Dashboard



Please review your applications(s) below. A Certified Summary of Service will be provided by your agency HR representative. Once it has and you verify the accuracy of the summary, your application will be returned to the representative to continue the process.

Name	Status Reason	Modified On	Created On ↓
There are no records to display.			

Figure 8 The Applicant Dashboard is Greyed-out

- Please note the applicant has no cards/task to complete until HR takes the next step to Finalize the Pre-Application; the greyed-out feature on the Dashboard indicates no action required at this time.

The Applicant Receives the Email Invite to Complete the Application

The applicant has received the automated email stating their application is ready for completion, now that the Pre-Application in ORA has been completed by the HR Specialist.

ORA: Lathan, Sanaa . - Retirement Application Available CRM:0078239

 OPM ORA No-Reply Stage
To  Sanaa Lathan

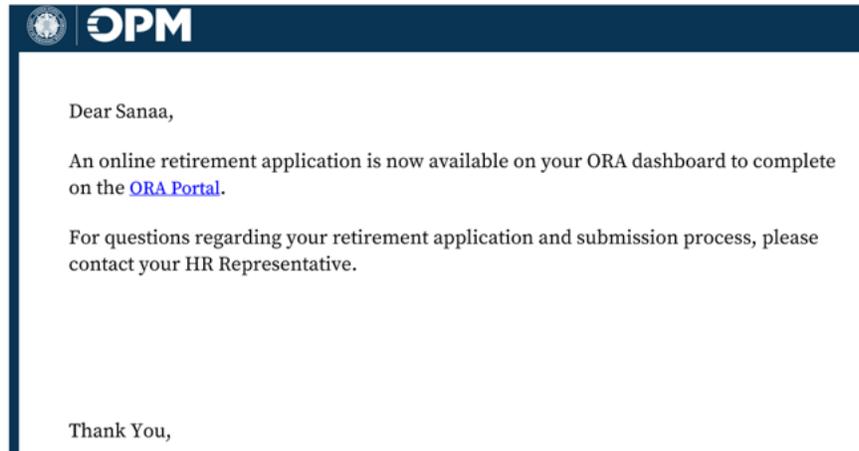
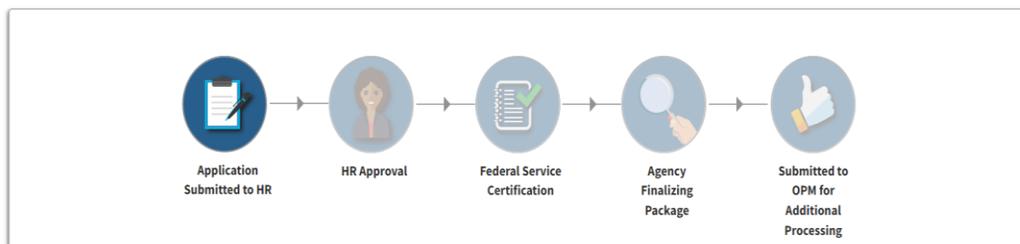


Figure 9 Email Notification to Complete the Online Retirement Application

- The Applicant Dashboard shows the application status, and the card displays a Retirement Application (blue link) for the Applicant to take the next step in the Pre-Application process.

My Dashboard



Please review your application(s) below. A Certified Summary of Service will be provided by your agency HR representative. Once it has and you verify the accuracy of the summary, your application will be returned to the representative to continue the process.

My Retirement Application(s)			
Name	Status	Modified On	Created On ↓
Sanaa Lathan - Retirement Application - SF-2801 (CSRS/CSRS Offset)	Not Started	10/2/2024 4:05 PM	10/2/2024 4:04 PM

Figure 10 The Application is Available for the Applicant

Review and verify your summary of Federal service.

Certified Summary of Service

There are no records to display.

Figure 11 The HR Specialist Has Not Started the CSOS

Completing the Certified Summary of Service (CSOS)

The HR Specialists takes the steps to complete CSOS.

- The Pre-Application status is Finalized.

Pre-Application						
Name	Status ↑	Applicant	Has the Applicant received retirement counseling?	Retirement Plan	Type of Retirement	Created On ↓
Sanaa Lathan - SF-2801 (CSRS/CSRS Offset)	Finalized	Sanaa Lathan	Yes	SF-2801 (CSRS/CSRS Offset)	Voluntary Retirement	8/27/2024 2:54 PM

Figure 12 View of the Finalized Pre-App on the HR Side of ORA

- The Retirement Application is awaiting Applicant completion.

Retirement Application			
Name	Status	Modified On	Created On ↓
Sanaa Lathan - Retirement Application - SF-2801 (CSRS/CSRS Offset)	Not Started	10/2/2024 4:05 PM	10/2/2024 4:04 PM

Certified Summary of Service			
Name	Status	Modified On	Created On ↓
Sanaa Lathan - Certified Summary of Service - SF-2801 (CSRS/CSRS Offset)	In HR Review	10/2/2024 4:04 PM	10/2/2024 4:04 PM

Figure 13 The HR Specialist Starts the CSOS While Waiting for the Applicant to Take Next Steps

- The HR Specialist can now complete the **Certified Summary of Service** CSOS card by clicking the available link and completing the following task: (Please note that, the CSOS cannot be finalized until the application is submitted by the applicant and approved by HR)

- a. Identification
- b. Verified Service History
- c. Document Uploads
- d. Review and Certify

Application Overview

Identification

Verified Service History

Document Uploads

Review and Certify

Verified Service History

[Add Verified Service](#)

No Verified Service(s) added.

Add Verified Service

Name of Retirement System: FERS RAE

Retirement Provision: REGULAR

Department: DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Federal Agency: Assistant Secretary for Public Affairs

Nature of Action: Appointment

From Date: MM/DD/YYYY To Date: MM/DD/YYYY

Application Overview

Identification

Verified Service History

Document Uploads

Review and Certify

Verified Service History

[Add Verified Service](#)

From Date	To Date	Federal Agency/Military Branch	Name of Retirement System	Nature of Action	Comments
8/22/1981	12/23/2024	DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT - Assistant Secretary for Public Affairs	FERS RAE	Appointment	

FICA Service

There are no records to display.

I do not have any additional service to add.

[Back](#)
[Save](#)
[Save and Next](#)

Figure 14 Completing the CSOS

HR Application Review and Completion of CSOS

- The applicant has completed the Retirement Application (Applicant view)

My Dashboard



Please review your application(s) below. A Certified Summary of Service will be provided by your agency HR representative. Once it has been verified for the current year, your application will

My Retirement Application(s)

Name	Status	Modified On	Created On ↓
Sanaa Lathan - Retirement Application - SF-2801 (CSRS/CSRS Offset)	Certified and Submitted for HR Review	10/3/2024 9:42 AM	10/2/2024 4:04 PM

Figure 15 The Applicant Completes the Retirement-App and Submits to HR

- The HR Specialist will receive the email notification once the Applicant certifies the Retirement Application

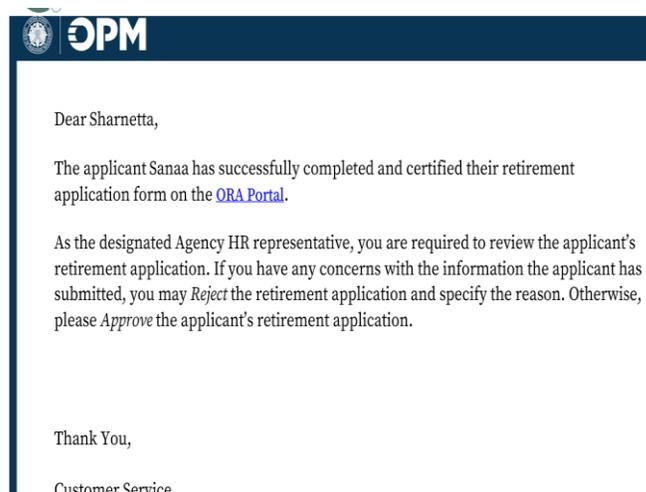


Figure 16 HR Specialist Notified When the Application is Complete

- Similarly, the applicant will receive an email explaining the next steps in the certification process.

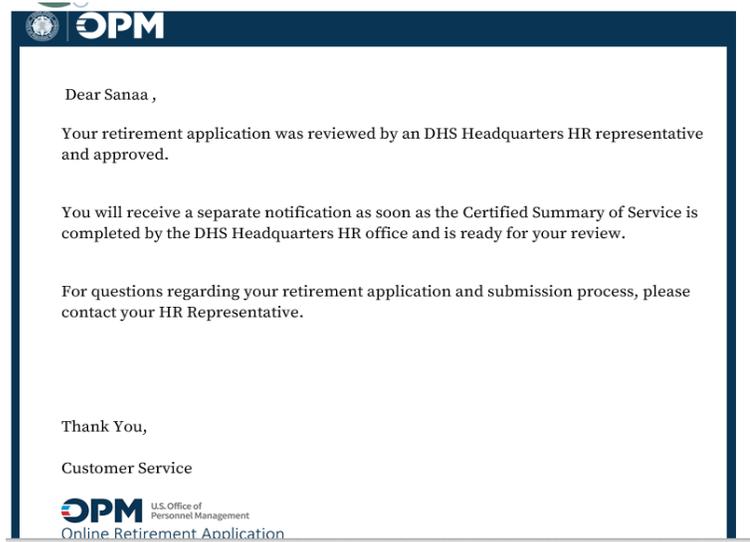


Figure 17 Applicant Updated on Application Status

- The **Retirement Application Status** will be listed as **Certified and Submitted for HR Review** by the Applicant and is now ready for HR Review

Overview

My Active Applicants -											New Applicant Profile
Full Name	Department	Agency	Last Activity Date	Pre Application Status	Retirement Application Status	Certified Summary of Service Status	HR Checklist Status	Payroll Checklist Status	Projected Retirement Date	Last Successful Login	HR Notes
Sanaa Lathan	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	10/3/2024 9:42 AM	Finalized	Certified and Submitted for HR Review	In HR Review	Not Started		1/30/2025		

Figure 18 Application Status Updates Overview

Manage Applicant Records

Update the Applicant Profile details in the form below. In the sections below, you can manage the Retirement Applications and the Applications, Certified Summary of Service, and HR Checklist records for this Applicant.

Items which require your attention will be shown bolded and highlighted.

Applicant Details

First Name (required)

Last Name (required)

Work Email (required)

Date of Birth (required)

In Applicant's Name of the USG

Social Security Number (required)

Phone (optional)

Enable Postal Code

Domestic ORN Number (optional)

[Send Postal Invitation To Applicant](#) [Verify](#)

Pre-Application

Name	Status	Applicant	Has the Applicant received retirement information?	Retirement Plan	Type of Retirement	Created On
Denzel Washington - SF 2801 (CSRS/CSRS Offset)	Finalized	Denzel Washington	Yes	SF 2801 (CSRS/CSRS Offset)	Voluntary Retirement	10/2/2024 12:14 PM

Retirement Application

Name	Status	Modified On	Created On
Denzel Washington - Retirement Application - SF 2801 (CSRS/CSRS Offset)	Certified and Submitted for HR Review	10/02/2024 01:24 AM	10/02/2024 01:27 AM

Figure 19 ORA Manages the Applicant Details

Name	Status	Modified On	Created On
Sanaa Lathan - Retirement Application - SF-2801 (CSRS/CSRS Offset)	Certified and Submitted for HR Review	10/3/2024 9:42 AM	10/2/2024 4:04 PM

Figure 20 The Retirement Application Status Update

The HR Review Process

- Click the Retirement Application
- Then click the HR Review Card or Go

Retirement Application - SF-2801 (CSRS/CSRS Offset) Denzel Washington

Certified and Submitted for HR Review

Select a section to continue your application.

[HR Review](#) [Go](#)

[Identifying Information](#)
View your personal information and paid names and/or Social Security Numbers. ✔ Completed [Go](#)

[Federal Service](#)
Provide information regarding your past Federal Service. ✔ Completed [Go](#)

[Marital Information](#)
Provide information regarding your current and past marriages. ✔ Completed [Go](#)

Figure 21 The HR Review Card on the Retirement App Page

- The HR Specialist shall review the entire application and verify all information.
- The HR Specialist will need to click the caret or down arrow and select Review for each document uploaded by the applicant.
- Click Next to review and approve the uploaded documents.

- Note there is a discrepancy that will be automatically resolved when application is approved. These represent any changes made by the applicant to the data HR entered in the Pre-application.

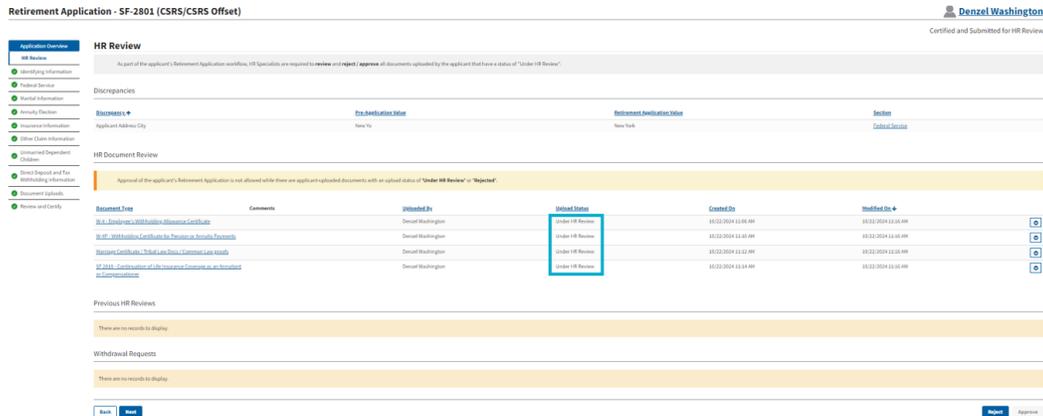


Figure 22 Reviewing the Uploaded Documentation

Document Approval/Rejection

If the document is rejected by the HR Specialist, then the HR Specialist will need to manually reject the application; the Specialist will no longer have ability to approve the application. The application automatically goes back to the applicant for corrections and recertification, then is sent back to HR to recertify as well.

Review and approve each document link to make sure the correct document has been uploaded by the Applicant.

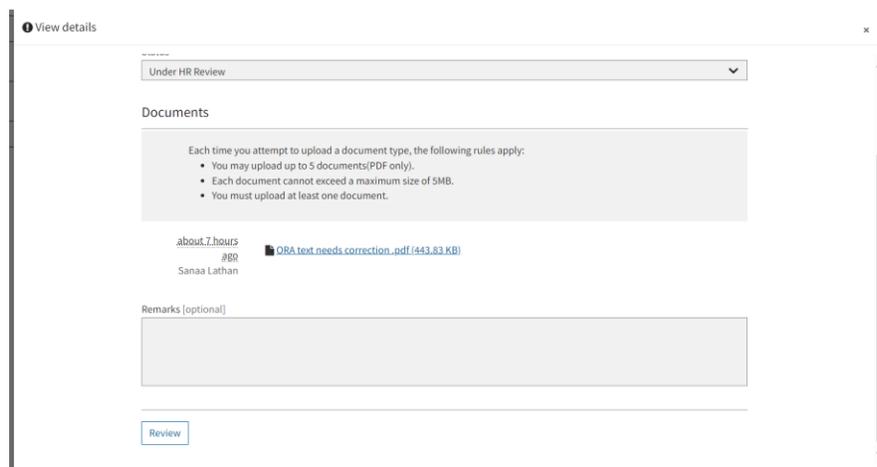


Figure 23 Document Specifications and Type for Review

- After clicking Review the HR Specialist will receive another pop-up modal advising the specialist to **Cancel** or **Approve** the document upload

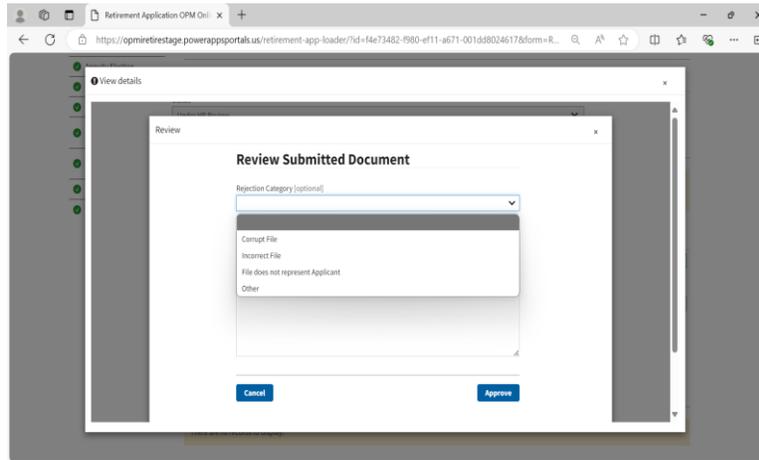


Figure 24 Entering the Reject Reason for the Uploaded Document or Clicking Approve or Cancel

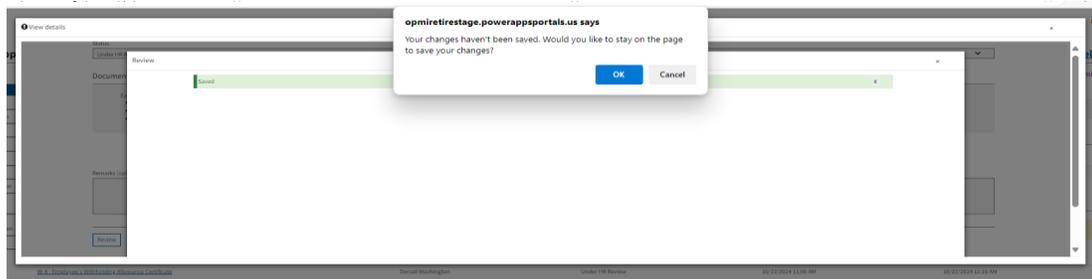


Figure 25 Saving your Selection Upon Selecting Approve

Adding Comments to the Document Upload Section

- Click Approve and enter any necessary comments.



Figure 26 Approval Comment Box

- Click OK



Figure 27 Approving the Retirement Application

- After approving the uploaded documents, the **Upload Status** will show as **Uploaded**.

Certified and Submitted for HR Review

Application Overview

- HR Review**
- Identifying Information
- Federal Service
- Marital Information
- Annuity Election
- Insurance Information
- Other Claim Information
- Unmarried Dependent Children
- Direct Deposit and Tax Withholding Information
- Document Uploads
- Review and Certify

HR Review

As part of the applicant's Retirement Application workflow, HR Specialists are required to **review** and **reject / approve** all documents uploaded by the applicant that have a status of "Under HR Review".

Discrepancies

Discrepancy ↑	Pre-Application Value	Retirement Application Value	Section
Birth Date	9/25/1975	9/25/1970	Identifying Information

HR Document Review

Document Type	Comments	Uploaded By	Upload Status	Created On	Modified On ↓	
SF 2818 - Continuation of Life Insurance Coverage as an Annuitant or Compensation		Sanaa Lathan	Uploaded	10/3/2024 9:39 AM	10/3/2024 5:15 PM	
W-4 - Employee's Withholding Allowance Certificate		Sanaa Lathan	Uploaded	10/3/2024 9:38 AM	10/3/2024 5:03 PM	

Figure 28 The HR Document Upload Status Update

Retirement Application - SF-2801 (CSRS/CSRS Offset) Denzel Washington
 Ready for Payroll Review

Application Overview

- HR Review**
- Identifying Information
- Federal Service
- Marital Information
- Annuity Election
- Insurance Information
- Other Claim Information
- Unmarried Dependent Children
- Direct Deposit and Tax Withholding Information
- Document Uploads
- Review and Certify

Approved by HR

You can now go to the Certified Summary of Service to certify and send the applicant.

You can continue to track Retirement Application progress on your dashboard up until it is submitted to OPM.

[Certified Summary of Service](#) [HR Dashboard](#)

HR Review

As part of the applicant's Retirement Application workflow, HR Specialists are required to **review** and **reject / approve** all documents uploaded by the applicant that have a status of "Under HR Review".

Discrepancies

There are no records to display.

HR Document Review

Document Type	Comments	Uploaded By	Upload Status	Created On	Modified On ↓	
SF 2818 - Continuation of Life Insurance Coverage as an Annuitant or Compensation		Denzel Washington	Uploaded	10/20/2024 11:04 AM	10/20/2024 10:43 AM	
Marriage Certificate - Trial of Law Firm - Contract Law Draft		Denzel Washington	Uploaded	10/20/2024 11:03 AM	10/20/2024 10:40 AM	
W-4 - Withholding Certificate for Preparer or Recipient - Domestic		Denzel Washington	Uploaded	10/20/2024 11:00 AM	10/20/2024 10:40 AM	
W-4 - Employee's Withholding Allowance Certificate		Denzel Washington	Uploaded	10/20/2024 11:00 AM	10/20/2024 10:39 AM	

Previous HR Reviews

Created On ↓	Retirement Application HR Review Decision	Comments
10/20/2024 11:03 AM	Approve	All documents have been verified.

Withdrawal Requests

There are no records to display.

[Back](#) [Next](#)

Figure 29 Using the Navigation Panel and Button to Complete the CSOS

- Click Review and Certify

Certified Summary of Service - SF-2801 (CSRS/CSRS Offset) Denzel Washington
In HR Review

Select a section to continue your application.

Identification Provide identifying information regarding the Review.	Completed	Go
Verified Service History Verified Service History Documented in Official Records.	Completed	Go
Document Uploads Document Uploads for HR.	Completed	Go
Review and Certify Review and certify.	In Progress	Go

About OPM | CSR | HR TEAM Act | Inspector General | Privacy Policy | USA.gov | Accessibility

Figure 30 Completing the Review and Certify Card

- Click Proceed to Certification

Certified Summary of Service - SF-2801 (CSRS/CSRS Offset) Denzel Washington
In HR Review

Application Overview

- Identification
- Verified Service History
- Document Uploads
- Review and Certify**
 - Review**
 - Agency Certification

Review

The Certified Summary of Service cannot be certified by the HR Specialist until the following are completed:

Certified Summary of Service

- HR Sections Completed

Retirement Application

- Retirement Application Submitted to HR
- Retirement Application Approved by HR

Discrepancies

There are no records to display.

[Back](#) [Proceed to Certification](#)

Figure 31 The Three Check Boxes Needed to Certify

- Complete the CSOS an then click Certify and Send to Applicant
- The email has been sent to the applicant advising the HR Specialist completed the CSOS.

Certified Summary of Service - SF-2801 (CSRS/CSRS Offset) Denzel Washington
In HR Review

Application Overview

- Identification
- Verified Service History
- Document Uploads
- Review and Certify**
 - Review**
 - Agency Certification**

Agency Certification

I certify that the information on this form accurately reflects certified information contained on the official personnel and/or payroll records in the custody of this agency and that if retiring, the retiring employee has sufficient service to support title to an immediate annuity. I further certify that all required documentation in support of this application is attached, accurate, and complete.

Name: [Blank Field]

Signature: [Blank Field]

Signature Date: [11/13/2024]

Official Title: [Blank Field]

Agency Address (Central Office)

International Address (optional)

Country: [UNITED STATES]

Line 1: [Blank Field]

Line 2 (optional): [Blank Field]

Line 3 (optional): [Blank Field]

City: [Blank Field]

Hoffpostcod: [Blank Field]

State: [CALIFORNIA]

Postal Code: [90220]

Agency Contact Information

Agency Telephone Number: [202-222-2222] International Telephone Number (optional)

Agency Fax Number (optional): [202-222-3333] International Fax Number (optional)

Agency Email Address: [denzel.washington@opm.gov]

[Back](#) [Certify and Send to Applicant](#)

Figure 32 Checking the "I certify box..." Before Sending to the Applicant

- Click Next

Application Overview

- Identification
- Verified Service History
- Document Uploads
- Review and Certify

Application Review and Certify

Next Steps

Submitted to Applicant for Review

The Certified Summary of Service has been sent to the applicant to review and approve. You can continue to track the retirement application package via your dashboard up until it is submitted to OPM.

[Application Overview](#)
[HR Dashboard](#)

Applicant Review

Identifying Information

First Name: **Denzel**

Last Name: **Washington**

Social Security Number: **808-90-1234**

DOB Date: **05/18/1962**

US Citizen: **Yes**

Service Computation Date for Retirement Purposes: **05/06/1995**

Occupational Series: **0020 - Community Planning (Occupational Category: P, Functional Classification: K)**

Pay Plan: **GS**

Other Questions

Military Retired Pay: **No**

Verified Service History

From Date	To Date	Federal Agency/Military Branch	Name of Retirement System	Nature of Action	Comments
5/6/1995	5/25/2025	DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT - Assistant Secretary for Public Affairs	CSRS	Appointment	

Figure 33 This is the Applicant View of the Review and Certify Process

The Finalized Retirement Application

The Retirement Application is now Finalized, and status shows Ready for Payroll Review

- To view click HR Dashboard

Retirement Application				
Name	Status	Modified On	Created On	
Sanaa Lathan - RetirementApplication - SF-2801 (CSRS/CSRS Offset)	Ready for Payroll Review	10/3/2024 6:38 PM	10/2/2024 4:04 PM	

Certified Summary of Service				
Name	Status	Modified On	Created On	
Sanaa Lathan - Certified Summary of Service - SF-2801 (CSRS/CSRS Offset)	In Applicant Review	10/3/2024 6:56 PM	10/2/2024 4:04 PM	

Application Event Logs						
Form	Assignee	Version	Event Status	Comments / Remarks	Event Date / Time	
HR Pre-Application	Sharretta Hicks		Finalized	Applicant Retirement Package Created	10/2/2024 8:05 PM	
Retirement Application	Sanaa Lathan		In Applicant Review		10/3/2024 1:19 PM	
Retirement Application	Sharretta Hicks		Certified and Submitted for HR Review	Initial Submission to HR	10/3/2024 1:42 PM	
Retirement Application	Sharretta Hicks		Ready for Payroll Submission	The documents have been reviewed and the application is now complete.	10/3/2024 10:39 PM	
Certified Summary of Service	Sanaa Lathan		In Applicant Review		10/3/2024 10:56 PM	

Figure 34 The Retirement App, the CSOS, and The Event Log

The Applicant Logs into the Portal to Finalize the CSOS

Signing and Submitting the Retirement Package

- The Retirement Application displays as In Payroll Review
- The CSOS states In Applicant Review
- The applicant will click the CSOS link to certify.

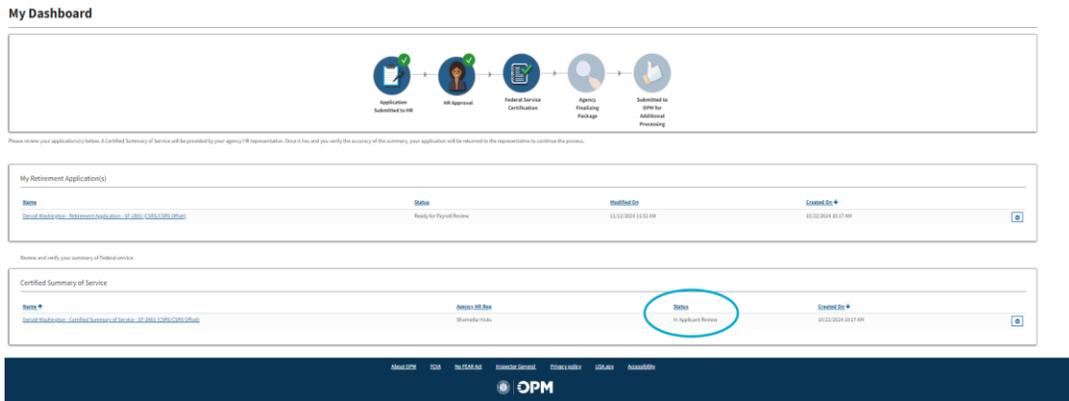


Figure 35 The Applicant Portal View as ORA Keeps the Applicant Informed

- Then the applicant will click the Applicant Review and Certify link or Go



Figure 36 The Incomplete Applicant Review and Certify Card

- The Applicant will click Next.

Figure 37 The Summary Prior to the Applicant

- If all information is documented correctly, the applicant will click approve

Figure 38 The Applicant Approves the Certification

- Check the acknowledge box and enter the Signature Pin
- Then click Certify

Figure 39 The Applicant Certifies, Signs electronically by entering a PIN

- Click OK to Submit

Please note that, the HR Specialist will automatically receive the notification email advising applicant certified

Approve

Note: If you have performed Federal civilian service subject to social security deductions (TCA) or not subject to retirement deductions, be sure that your agency has correctly completed the Details of Civilian Service Not Subject to Contributory Retirement System for Civilian Federal Employees section. If you have active military service on or after January 1, 1957, for which you have not made a deposit, be sure to read the Military Service Information section for information on how this affects your annuity. You cannot change your decision after you retire.

Approve Comments (optional)
All information is correct

I acknowledge that the service listed is complete.

Name: Denzel Washington Date of Signature: 11/12/2024

Signature PIN: [Export Your PIN]

Cancel Processing...

Figure 40 Processing the Applicant's Certification

- Click the Applicant Dashboard in the top lefthand corner
- Click Next

Certified Summary of Service - SF-2801 (CSRS/CSRS Offset) Denzel Washington Ready for Payroll Review

Application Overview

- Identification
- Verified Service History
- Document Uploads
- Review and Certify
- Applicant Review and Certify
- Applicant Certification**

Ready for OPM Submission
The Certified Summary of Service has been approved by the applicant, Agency HR and Payroll officers will continue to finalize the retirement application package for submission to OPM. You can continue to track the retirement application package via your dashboard until it is submitted to OPM.

Applicant Certification

Review your history of approvals / rejections.

Applicant Decision: Approve Rejected

Approve Remarks (optional): All information is correct

Applicant Signature (optional): Denzel Washington Date of Signature: 11/12/2024

Service Selection (optional): This service listed is complete

Applicant Approval/Rejection History

Applicant Decision	Date of Signature	Applicant Signature	Service Selection	Approve Comments	Rejected Reason	Created On
Approve	11/12/2024	Denzel Washington		All information is correct		11/12/2024 2:28 PM

Back Next

Figure 41 The Application is Approved and Certified

Note that, the status for the CSOS states ready for PR review in the top righthand corner.

Certified Summary of Service - SF-2801 (CSRS/CSRS Offset) Denzel Washington Ready for Payroll Review

Select a section to continue your application.

Identification Provide identifying information regarding the Retiree.	Completed	Go
Verified Service History Verified Service History Documented in Official Records.	Completed	Go
Document Uploads Document Uploads for HR.	Completed	Go
Review and Certify Review and certify.	Completed	Go
Applicant Review and Certify Applicant may review and certify the Certified Summary of Service.	Completed	Go

[About OPM](#)
[EDA](#)
[NLTSEAFAC](#)
[Integrity Service](#)
[Privacy Policy](#)
[USA.gov](#)
[Accessibility](#)

OPM

Figure 42 The Applicant Completed the Application Workflow

My Dashboard

Please review your application(s) below. A Certified Summary of Service will be provided by your agency HR representative. Once it has and you verify the accuracy of the summary, your application will be returned to the representative to continue the process.

My Retirement Application(s)

Name	Status	Modified On	Created On
Doreen Washington - Retirement Application - SF 2011 (CSRS/CSRS Offset)	Ready for Payroll Review	11/12/2024 11:52 AM	10/22/2024 10:17 AM

Review and verify your summary of Federal service.

Certified Summary of Service

Name	Agency HR Rep	Status	Created On
Doreen Washington - Certified Summary of Service - SF 2011 (CSRS/CSRS Offset)	Shanetta Hicks	Ready for Payroll Review	10/22/2024 10:17 AM

About OPM | OIG | No EEO/AAJ | Executive Careers | Ethics Policy | HR Help | Accessibility

OPM

Figure 43 Ora Updates the Application to keep the Applicant Informed

HR Checklist

The Retirement Application and the status for the CSOS are ready for PR Review and the HR Checklist is In HR Review

HR Dashboard

Manage retiree applicant profiles using the provided list. Open an applicant record to review and manage retirement applications, pre-applications, certified summary of service, and HR checklist records.

First Name Last Name Date of Birth Social Security Number

Filter

My Active Applicants

Full Name	Department	Agency	Last Activity Date	Pre-Application Status	Retirement Application Status	Certified Summary of Service Status	HR Checklist Status	Payroll Checklist Status	Projected Retirement Date	Last Successful Login	HR Notes
Doreen Washington	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	11/12/2024 2:20 PM	Finalized	Ready for Payroll Review	Ready for Payroll Review	In HR Review		1/25/2025		

Figure 44 The HR Dashboard Updated to the Most Recent Status

- Click the name of the desired applicant.
- Scroll to the HR Checklist and click the link with the applicant's name.

HR Checklist

Name	Status	Modified On	Created On
Doreen Washington - Employee Office Checklist - SF 2011 (CSRS/CSRS Offset)	In HR Review	11/12/2024 2:20 PM	11/12/2024 2:20 PM

Figure 45 The Clickable Link for the Applicant

- Click the link labeled Applicant.



Figure 46 Incomplete HR Checklist Cards

- Enter the Retirement Information by answering the questions.

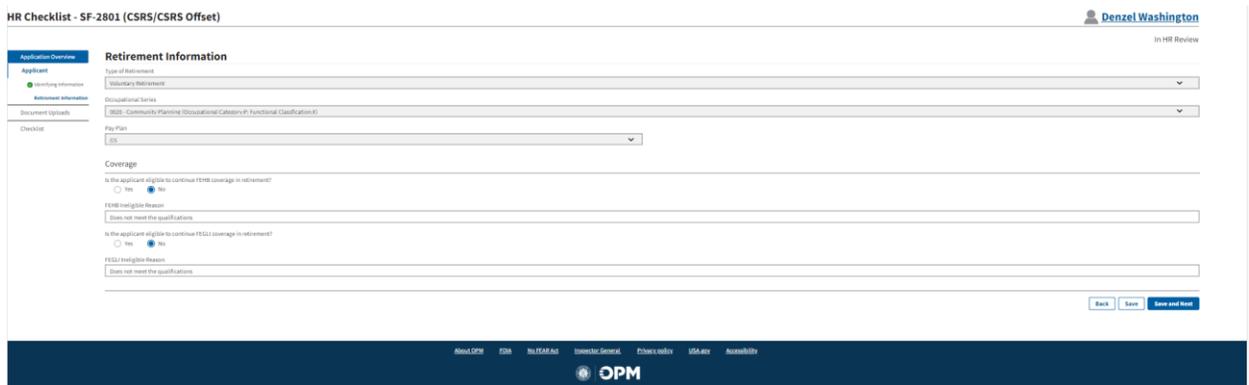


Figure 47 Applicant Overview -Retirement Information

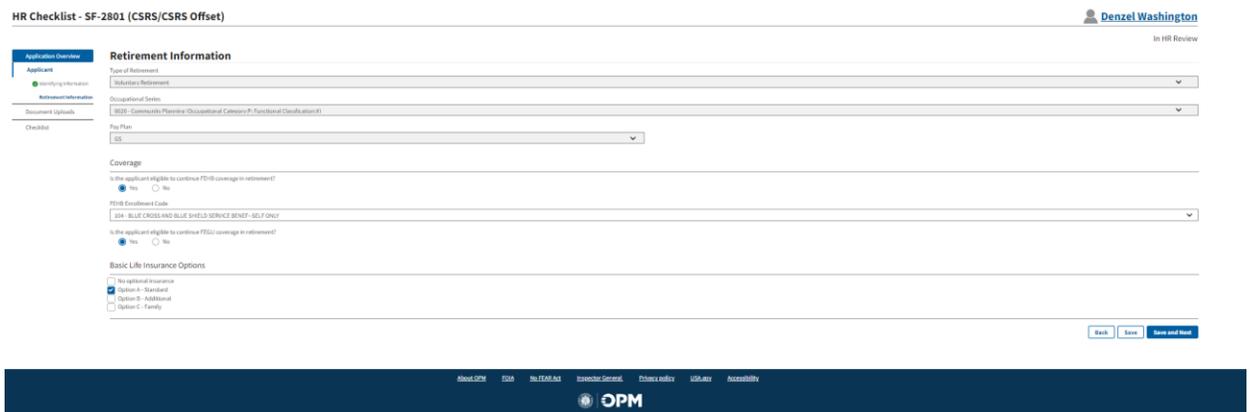


Figure 48 Applicant Overview Contd.

Required Document(s) Upload

Upload the required document(s) by clicking Add Document. The HR Specialist must review and all document uploads. (Note: The Agency Annuity/Benefits Estimate is missing, this is just one example of a required document)

HR Checklist - SF-2801 (CSRS/CSRS Offset) Denzel Washington
In HR Review

Document Uploads

Upload any required documents here. You may work with your HR Specialist to get your documents uploaded. **Note:** Each time you attempt to upload a document type, the following rules apply:

- You may upload up to 5 PDF documents.
- Each document cannot exceed a maximum size of 5MB.
- You must upload at least one document.

Documents required for this application

Agency Annuity / Benefits Estimate	Not Uploaded
Marriage Certificate / Tribal Law Docs / Common Law proofs	Uploaded
SF 2818 - Continuation of Life Insurance Coverage as an Annuitant or Compensation	Uploaded

Select Add Document to upload a document for this application.

Documents Submitted

Document Type	Comments	Uploaded By	Upload Status	Created On	Modified On
SF 4 - Employee Withdrawal Affidavit Certificate		Denzel Washington	Uploaded	10/22/2024 11:05 AM	11/12/2024 2:08 PM
SF 4P - Withdrawal Certificate for Pension or Annuity Payments		Denzel Washington	Uploaded	10/22/2024 11:05 AM	11/12/2024 2:08 PM
Marriage Certificate / Tribal Law Docs / Common Law proofs		Denzel Washington	Uploaded	10/22/2024 11:12 AM	11/12/2024 2:08 PM
SF 2818 - Continuation of Life Insurance Coverage as an Annuitant or Compensation		Denzel Washington	Uploaded	10/22/2024 11:14 AM	11/12/2024 2:08 PM

I do not have any additional documents to add.

Warning: This section will remain in progress until this button is checked.

[Back](#) [Save](#) [Save and Next](#)

Figure 49 Required Document Upload

- The HR Specialist will land on the Document Uploads page.
- The Documents required for this application card is not editable. Note the user will need to upload any required documents. (see fig. 50)

Documents required for this application

Agency Annuity / Benefits Estimate	Not Uploaded
SF 2818 - Continuation of Life Insurance Coverage as an Annuitant or Compensation	Uploaded

Figure 50 Document Not Uploaded - Alert-Grayed Out

- The HR Specialist will upload any additional documents formatted to a PDF file.
- If there are no additional document uploads, the HR Specialist will check the box **“I do not have any additional documents to add”**. Please note the **Warning**, which states, **“This section will remain in progress until this button is checked.”**

Documents Submitted					
All Uploaded Documents					Add Document
Document Type	Comments	Uploaded By	Upload Status	Created On	Modified On
W-4 - Employee's Withholding Allowance Certificate		Sanaa Lathan	Uploaded	10/3/2024 9:38 AM	10/7/2024 2:06 PM
SF 2818 - Continuation of Life Insurance Coverage as an Annuitant or Compensation		Sanaa Lathan	Uploaded	10/3/2024 9:39 AM	10/7/2024 2:06 PM

do not have any additional documents to add.

Warning: This section will remain in progress until this button is checked.

[Back](#) [Save](#) [Save and Next](#)

Figure 51 Warning to Check the No Additional Document Checkbox

- e. Then click **Save and Next** to proceed.
- Checklist
Please note this is image only a small portion of the **Checklist** as a quick reference. Some information will pre-populate.

HR Checklist - SF-2801 (CSRS/CSRS Offset) Sanaa Lathan
In HR Review

Employing Office Checklist

Use the following checklist to review the SF 2801, Application for Immediate Retirement (CSRS) (including applicable Schedules A, B, and C) and SF 2801-1, Certified Summary of Federal Service for completion.

Are the following documents attached or actions taken?

All documents applicant shows attached to SF 2801, Application for Immediate Retirement (CSRS).

Yes No Not Applicable

If applicant is married and elects less than the maximum survivor benefit, SF 2801-2, Spouse's Consent to Survivor Election.

Yes No Not Applicable

If applicant has military service, DD 214, Certificate of Release or Discharge from Active Duty, or its equivalent, if available.

Yes No Not Applicable

The form could not be submitted for the following reasons:

[Checklist: Counselor, SF 1515 is a required field.](#)
[Checklist: Agency Estimates Attached is a required field.](#)
[Checklist: Former Spouse Docs Attached is a required field.](#)

Figure 52 Navigation Panel Progress Displays Progress

- The HR Specialist will answer the remaining questions on the **HR Checklist** by clicking **Yes, No, Not Applicable**, or **Sent to OWCP**. (the entire page is editable)
- The HR Specialist will receive an error message and cannot proceed unless all questions are answered. (clicking the blue link(s) listed in the error message will direct the HR Specialist to the unanswered question)

- When all questions are correctly answered click **Save and Next** to proceed.

Checklist Completed [Go](#)

Verify all relevant documents are provided and appropriate actions taken.

Figure 54 Notification the HR Checklist is Complete

- d. The HR Specialist will land on the Certification page to complete the final step for the submission of the Online Retirement Application (ORA) process.

Certification Steps:

- To certify the HR Checklist, check the boxes, complete the form, then click **Certify and Submit to Payroll**
- The HR Specialist will answer the required questions on the Certification page.
 - a. The Specialist will check the “I certify that the above accurately reflects...” and the “I acknowledge that certifying the application without...” check boxes. (see fig.55)

Certification

Offenses Barring Annuity Payments: Public Law 87-299 prohibits payments of annuity to persons who have committed specified offenses involving the national security of the United States. Employing agencies are responsible for submitting all pertinent information to the Office of Personnel Management, Retirement Services, in any case when this law possibly applies.

I certify that the above accurately reflects verified information in official records and that the applicant has sufficient service to be entitled to an annuity. I further certify that all required documentation in support of this application is attached, accurate, and complete.

I acknowledge that certifying the application without all required documentation will result in delays or failure of processing the retirement application package submitted to OPM.

Figure 55 The Certification Checkboxes

- b. Next enter your Signature PIN, if you have forgotten the PIN click the **Forgot Your PIN** link to reset.

Signature PIN [Forgot Your PIN?](#)

Figure 56 Electronically Signing Using the Selected PIN

- c. The employment information: address, telephone, etc., for the HR Specialist must be entered in the required fields.
- d. If all the required information is not entered the HR Specialist will not be able to proceed and will receive an error message.

The form could not be submitted for the following reasons:

[Certification of application is mandatory.](#)

Figure 57 User Error Message Received for Missing Information

- e. Click the **Certify and Submit to Payroll** button.

Person to Contact for Further Information

First Name Sharnetta	Middle Name (optional)
Last Name Hicks	Suffix (optional) ▼

[Back](#) [Certify and Submit to Payroll](#)

Figure 58 The Certification and Submission

- f. The HR Specialist will receive the email notification indicating the retirement application package is complete.

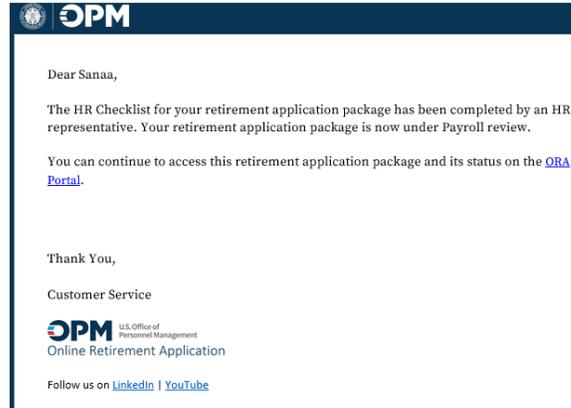


Figure 59 The Applicant Receives the Email Notification

- g. After clicking the Certify and Submit to Payroll button the HR Specialist will note all sections of the HR Checklist are complete. The HR Specialist can now click the Applicant Overview or HR Dashboard button.



Figure 60 The HR Checklist Cards are Complete

Please note that, the **Next Steps** button is not a clickable option for the HR Specialist

Applicant Overview after Certification

Click Applicant Overview to check the Status and application progress.

Retirement Application			
Name	Status	Modified On	Created On ↓
Sanaa Lathan - Retirement Application - SF-2801 (CSRS/CSRS Offset)	Ready for Payroll Review	10/3/2024 6:38 PM	10/2/2024 4:04 PM

Certified Summary of Service			
Name	Status	Modified On	Created On ↓
Sanaa Lathan - Certified Summary of Service - SF-2801 (CSRS/CSRS Offset)	Ready for Payroll Review	10/7/2024 2:06 PM	10/2/2024 4:04 PM

HR Checklist			
Name	Status	Modified On	Created On ↓
Sanaa Lathan - Employing Office Checklist - SF-2801 (CSRS/CSRS Offset)	Ready for Payroll Review	10/8/2024 11:45 AM	10/7/2024 2:06 PM

Figure 61 The Applicant Overview and Application Status Updates

- Click Next

We are now back on the Retirement Application page and note the Review and Certify card is checked as complete.

Retirement Application - SF-2801 (CSRS/CSRS Offset) Denzel Washington
Certified and Submitted for HR Review

Select a card to continue your application.

HR Review	Completed	Next
Identifying Information View your personal information and past service under Social Security Numbers.	Completed	Next
Federal Service Provide information regarding your past Federal Service.	Completed	Next
Marital Information Provide information regarding your current and past marriages.	Completed	Next
Activity Election Provide information regarding your Retirement Security Election.	Completed	Next
Insurance Information Provide information about your current and past insurance elections.	Completed	Next
Other Claims Information Provide additional information regarding your claims.	Completed	Next
Unmarried Dependent Children Provide additional information regarding your Unmarried Dependent Children.	Completed	Next
Direct Deposit and Tax Withholding Information Provide information regarding your Direct Deposit Election and Tax Withholding.	Completed	Next
Document Uploads Upload your Retirement Application materials, photos and all other required documentation.	Completed	Next
Review and Certify Review and certify this application.	Completed	Next

Figure 62 The Review and Certification is Complete

HR Dashboard View after Certification

From the HR Checklist page click **HR Dashboard** to view the Dashboard image below

HR Dashboard

Manage retiree applicant profiles using the provided list. Open an applicant record to review and manage retirement applications, pre-applications, certified summary of service, and HR checklist records.

First Name Last Name Date of Birth Social Security Number

My Active Applicants [New Applicant Profile](#)

Full Name	Department	Agency	Last Activity Date	Pre Application Status	Retirement Application Status	Certified Summary of Service Status	HR Checklist Status	Payroll Checklist Status	Projected Retirement Date	Last Successful Login	HR Notes
Sanaa Lathan	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	10/8/2024 10:46 AM	Finalized	Ready For Payroll Review	Ready For Payroll Review	Ready for Payroll Review	Ready for Payroll Review	1/30/2025		
Tom Hanks	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	9/27/2024 4:39 PM	Finalized	Certified and Submitted for HR Review	In HR Review	Not Started		1/30/2025		
Cicely Tyson	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	9/10/2024 3:59 PM	Finalized	Certified and Submitted for HR Review	In HR Review	Not Started		12/15/2024		
Denzel Washington	INDEPENDENT AGENCY / OTHER	Office of Personnel Management	8/27/2024 12:12 PM	Draft	Not Started	Not Started	Not Started				

Figure 63 The HR Dashboard Status Updates

Application Event Logs

Form	Assignee	Version	Event Status	Comments / Remarks	Event Date / Time
HR Pre-Application	Sharnetta Hicks		Finalized	Applicant Retirement Package Created	10/2/2024 8:05 PM
Retirement Application	Sanaa Lathan		In Applicant Review		10/3/2024 1:19 PM
Retirement Application	Sharnetta Hicks		Certified and Submitted for HR Review	Initial Submission to HR	10/3/2024 1:42 PM
Retirement Application	Sharnetta Hicks		Ready for Payroll Submission	The documents have been reviewed and the application is now complete.	10/3/2024 10:39 PM
Certified Summary of Service	Sanaa Lathan		In Applicant Review		10/3/2024 10:36 PM
HR Checklist	Sharnetta Hicks		In HR Review		10/7/2024 6:06 PM
Certified Summary of Service	Sharnetta Hicks		Approved by Applicant		10/7/2024 6:06 PM

Figure 64 The Event Log is Updated

Applicant Dashboard After Certification

The Applicant Dashboard will display the same status as the last view listed above (see image on pp. 21 and 29), until Payroll takes action to review and then submit to OPM. The time stamp will automatically update.

The screenshot shows the 'My Dashboard' interface. At the top, a horizontal flowchart displays five steps: 'Application Submitted to HR', 'HR Approval', 'Federal Service Certification', 'Agency Funding Package', and 'Additional OPM for Additional Processing'. Below this, a table titled 'My Retirement Application(s)' lists one application with a status of 'Ready for Payroll Review'. A second table, 'Certified Summary of Service', also shows one application with a status of 'Ready for Payroll Review'. The OPM logo is visible at the bottom of the page.

Figure 65 The Applicant is Updated Through Out the Application Process

Quick Tips

Resolving Discrepancies

Modifying data on the Retirement Application

If there is a discrepancy, meaning if applicant modifies any data HR entered on the pre-application, please note, the application can still be approved. The discrepancy will be resolved and updated.

Certified and Submitted for HR Review

Application Overview

HR Review

As part of the applicant's Retirement Application workflow, HR Specialists are required to **review and reject / approve** all documents uploaded by the applicant that have a status of "Under HR Review".

Discrepancies

Discrepancy	Pre-Application Value	Retirement Application Value	Section
Birth Date	9/25/1975	9/25/1970	Identifying Information

HR Document Review

Document Type	Comments	Uploaded By	Upload Status	Created On	Modified On
SF 2838 - Continuation of Life Insurance Coverage as an Annuitant or Contingent		Sanaa Lathan	Uploaded	10/3/2024 9:38 AM	10/3/2024 5:15 PM
W-4 - Employee's Withholding Allowance Certificate		Sanaa Lathan	Uploaded	10/3/2024 9:38 AM	10/3/2024 5:03 PM

Previous HR Reviews

There are no records to display.

Withdrawal Requests

There are no records to display.

[Back](#) [Next](#) [Reject](#) [Approve](#)

Rejecting the Application

- Now the HR Specialist can **Reject** or **Approve** the application by clicking the desired option in the bottom right.
- The Modal box appears, and the HR Specialist can enter any necessary comments.
- If the HR Specialist decides to **Reject** the application, then specialist must select the appropriate reason from the **Rejection Category** dropdown menu and enter the **Rejected Reason**
- The HR Specialist also has the option to simply click approve and then select the OK button. (you can also **Cancel** if this action is needed)

Withdrawing and Re-opening an application

Once certified, the components of the package will be in a “ready for payroll review” status. Selecting the caret on the right side of the component will open options to withdraw and re-open.

- The HR Specialist can re-open the application, Certified Summary of Service (CSOS) or the HR checklist when the status shows **as Ready for Payroll Review**
 - If the HR Specialist re-opens the retirement application, the applicant will need to re-certify the application.
 - If the HR specialist re-opens the CSOS, the applicant will need to re-certify the CSOS.
 - If the HR specialist re-opens the HR checklist, only the HR specialist will need to recertify.
The applicant does not need to be involved in this process.
- The retirement application can be withdrawn at any time, keeping in mind the withdrawal process is essentially starting over.

Retirement Application			
Name	Status	Modified On	Created On ↓
Denzel Washington - Retirement Application - SF-2801 (CSRS/CSRS Offset)	Ready for Payroll Review	11/12/2024 3:00 PM	10/22/2024 10:17 AM

- View details
- Withdraw Application
- Re-open