

# Why does the CPC keep calling me?

This list includes items that the CPC will call an agency about for further explanation or verification. It does not include the normal OF-288 requirements as identified in the Interagency Incident Business Management Handbook (Yellow Book). Also included are ways the agency can avoid receiving those calls from the CPC.

Items CPC will call the agency about:	Ways to avoid CPC calling the agency:
<p><b>Less than 8 hours</b> on any day other than the 1<sup>st</sup> or last day, <b>and</b> the incident state is different than the Hired At state <b>or</b> travel is indicated.</p>	<p>If the casual is not entitled to guarantee time indicate this in the remarks section (e.g. local hire, traveled home, personal time off, etc.). For example: A casual working in the NIFC warehouse but time is coded to a fire in Nevada--indicate "local hire" on OF-288.</p>
<p>If 8 hour guarantee is indicated on <b>first or last day</b> of OF-288, CPC will call to see if casual is still on the incident (more time coming in).</p>	<p>If casual is still on the incident and more time will be sent to CPC, or if payment for previous dates will be sent to CPC, indicate this in the remarks section. If not, casual is not entitled to guarantee time on 1<sup>st</sup> or last day of work.</p>
<p>If <b>R&amp;R, Day Off, or Guarantee</b> is indicated for a line of time and the Hours column is left blank, the CPC will call to verify whether or not casual is guaranteed any time.</p>	<p>If the casual is entitled to Guarantee time per the AD Pay Plan, put the hours in the Total Hours block. If not entitled to Guarantee, indicate 0 in the Total Hours block or put a note in the remarks section stating "Local Hire", "Not Entitled to Guarantee", "No Time for Days Off", etc.</p>
<p><b>Faxed corrections</b> without a Time Officer's signature.</p>	<p>Best way to do a faxed correction is to use an exact copy of the OF-288 that was sent to the CPC that already has a Time Officer signature in the appropriate box. If printing a new OF-288, there must be a <u>new</u> signature in the appropriate box.</p>
<p><b>Change in AD Pay Plan or Calendar Year:</b> Not something we call on, but can hold up the casual's payment.</p>	<p>Ensure all time that is under the previous Pay Plan or calendar year is in a separate column from time that is under the current Pay Plan or calendar year. If it is not done this way, we must split the columns before entering.</p>
<p>If <b>Rookie Training</b> is indicated and casuals are being paid at Fully Qualified positions, the CPC will call to verify.</p>	<p>Casuals taking rookie training should be paid as trainees; otherwise they would be taking a refresher course.</p>
<p><b>Conflicting cost code</b> information (e.g. there is a full cost code indicated in remarks and the fire code in the corresponding column conflicts).</p>	<p>Ensure the fire code indicated in the full WBS code matches the fire code indicated in the corresponding column.</p>
<p><b>Payment Destination:</b> Missing current year EFT Waiver or we received an EFT Waiver with a Direct Deposit form.</p>	<p>Casuals must have either Direct Deposit or a Check Mailing Address with a current year EFT Waiver (if they qualify). Review all forms before sending to CPC to ensure they are complete and not conflicting with one another (Waiver and DD).</p>