Fact Sheet: "Reports To"

Here is a refresher on what "reports to" means and the process for updating/correcting "reports to" when it is incorrect.

Question	Answer
What is "reports to"?	The position that an employee's position reports to. The person who occupies that position is the employee's supervisor. Each position has a "reports to" position, which creates a position hierarchy --- like an org chart. Employees can change positions due to actions like reassignments and promotions, but the positions themselves remain in place with the same "reports to" position within the position hierarchy. The position hierarchy structure doesn't change unless there is a reorganization.
Why is it important?	In order for a supervisor to "see" their employee in HR Links (and approve their timesheets, leave requests, Personnel Action Requests etc.) the positions must "report to" the correct supervisory position. When you submit a request to recruit for a supervisory position, your HR Links customer information document to ensure that the position has the correct employees/positions reporting to it.
How do I change an employee's supervisor if the employee is moving to a new position or department?	Ensure that the "reports to" field on every Personnel Action Request that you submit reflects the position number of the new "reports to" supervisor. Nature of Actions (NOAs) that may result in a change in supervisor include: ● Reassignment (NOA 721) ● Change in org code (NOA 981) that moves the employee to a new org code (Department ID) when nothing else is changing (title, series, grade) ● Competitive Promotion (NOA 702) ● Temporary Promotion (NOA 703)

Do I update the employee's "reports to" when he/she goes on a detail?	No. The employee continues to encumber his/her position of record while on the detail, so the employee's supervisor of record remains his/her supervisor of record during the detail. That said, if you submit a detail action correctly using the Detail Job Aid, the employee's detail supervisor will also be able to access/manage the employee in HR Links during the detail. The technical name for this type of temporary supervisory relationship is called a "Position Override." See the Position Overrides Fact Sheet for more information.
Do I update an employee's "reports to" supervisor when the employee reports to a vacant supervisory position?	You should never request a change to employees' "reports to" when they report to a vacant supervisory position. Doing this alters the position hierarchy and causes unnecessary work for you and for HR. If you change the employees' "reports to" then the supervisory position is vacant, they all must be changed again when the position is filled. When a supervisory position is vacant, the supervisor of record is the 2nd level supervisor. The system will automatically "roll up" to the next level supervisor in order to identify the supervisor of record. This means that the 2nd level supervisor will receive (and can approve) the employee's absence requests, timesheets, Personnel Action Requests, etc. Once the vacant supervisory position is filled, the new supervisor becomes the supervisor of record and will automatically gain access to the employees/positions that report to their position.
What is a Master Record Update (999) PAR and when is it used to update an employee's supervisor?	A Master Record Update PAR (NOA 999, Reason Code RPT) is a PAR that should be used **RARELY** and **ONLY** if one of the two conditions below apply: ● The employee's supervisor is changing but the employee's Department ID (org code) is staying the same. For example, say there are 3 supervisors in org 3PR. A 999 action should be used to move an employee from one supervisor to another within 3PR. ● A previous PAR you submitted had the wrong "reports to" supervisor. **A Master Record Update PAR should NEVER be used to change an employee's supervisor when an employee is on a detail. (See the Q&A above for instructions on how to process details.)**

What is the process for making 999 updates?	Each HR Service Center has a designated representative who submits these requests to our HR processing center. These updates are processed once per week. If you have a "reports to" update that meets the criteria in the question above, contact your Service Centers' POC
I submitted a PAR that had the correct "reports to" supervisor, but when the PAR was processed by HR it had the wrong "reports to" supervisor. How do I get this corrected?	Contact your Servicing HR Office, who can submit a Corrective Action Request in HR's Quality Management System.
When an employee's "reports to" supervisor changes in HR Links, when will the new supervisor start receiving the employee's leave requests, timesheets, and Personnel Action Requests?	After the "direct reports" process runs in HR Links. This process runs four times per day, at 7:35am, 11:35am, 3:35pm and 7:35pm Eastern Time. **Example:** Jack received a promotion to a supervisory position effective 3/29/20. His promotion PAR was processed in HR Links on 4/2/20 at 9am. At 11:35am Eastern on 4/2/20: ● Jack will gain access to the Manager Self Service homepage and all supervisor-related tiles in HR Links ● Jack will start receiving **new** leave requests and timesheets submitted by his employees. *(NOTE: Updating the supervisor will not re-route unapproved leave requests to the new supervisor. Those requests should be approved by the supervisor who received them, OR, edited/resubmitted by the employee, which will re-route the request to the new "reports to" supervisor.)* If Jack's promotion PAR was processed **after** 11:35am Eastern, Jack won't receive the Manager Self Service homepage, tiles, or leave requests/timesheets until 3:35pm Eastern.
An employee was promoted to a supervisory position. The PAR has been processed, but the new supervisor can't "see" their staff in HR Links, and/or the supervisor doesn't have the Manager Self Service homepage. Why?	One of two reasons: ● The "direct reports" process has not run yet (see question above), or ● The supervisory position does not have any positions that report to it.

	In these situations, please contact your [Servicing HR Office](#), who can use the Direct Reports Viewer in HR Links to look up each employee that should report to the supervisor. If the employees are reporting to the wrong supervisor, your HR staff can request a Master Record update or submit a QMS ticket using the guidance referred to in the questions above.
If an employee's "reports to" supervisor changes in HR Links, will the new supervisor automatically get access to performance plans created by the previous supervisor?	No. The new supervisor can create a **new** plan for the employee, but cannot access the employee's **existing** performance plan unless the plan is transferred to the new supervisor. The plan can be transferred to the new supervisor by [an ER/LR Specialist with the ePerformance Admin role](#) or by a Service/Staff Office (SSO) liaison with the ePerformance Support role. The system was designed this way based on requirements from GSA's Performance Program Manager, and ensures that supervisors properly close out performance documents they own.

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