Headquarters, US Marine Corps (HQMC)
Civilian Employee Checkout Process

Quick Reference Guide

Organization:	**Administration and Resource Management (AR) Division**
AR Checkout Coordinators:	Linda Watson (Primary) & Ashley Robinson Human Resources and Organizational Management, Recruitment and Classification Section (ARHR)
Coordinator Contact:	Linda Watson: 703-614-1300; linda.watson@usmc.mil Ashley Robinson: 571-256-9538; ashley.l.robinson@usmc.mil

Check-Out Application Address: https://ehqmc.usmc.mil/sites/hpp/hromcheckout/default.aspx

To access the HQMC Checkout Application, a SharePoint account and appropriate access is required. For questions regarding access rights, please contact the AR Central Point of Contact at 703-614-1300 or 571-256-9538.

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Administration and Resource Management (AR) Division

AR Division supports the Commandant of the Marine Corps, Marine Corps activities within the National Capital Region, and Marine Corps commands worldwide by helping our customers to better support the warfighter. The division accomplishes this mission in a variety of ways and strives to provide responsive support services to HQMC staff agencies and their personnel. To ensure manpower continuity, AR Division is responsible for various administrative and technical accounts, retrievable property, and financial and personnel records that must be managed carefully.

When personnel depart HQMC, AR Division must take action to ensure that these individuals are appropriately checked out. Doing so properly represents a valuable service to departing personnel, their organizations, the Marine Corps, and the taxpayer; it avoids wasted time, duplicated resources, and unnecessary complications.

For more information regarding AR Division, its mission, or the personnel who execute that mission, please visit our website at: http://www.marines.mil/unit/dmcs/ar/Pages/default.aspx.

The HQMC Checkout Process

The HQMC Civilian Employee Checkout Process was designed to assist employees, supervisors, staff agencies, and the Administration and Resource Management (AR) Division in properly and efficiently out-processing employees as they separate from their staff agency.

Previously, there was no standardized checkout process for AR Division's serviced population. As a result, individuals were departing while still in possession of badges or passes, or while owing financial debts to HQMC.

To address these deficiencies, the Director of AR Division convened a division-wide working group. Under the guidance of the Deputy Director, the group developed a Checkout process that would supply all necessary information to checkout stakeholders and provide them a means to communicate with each other, departing employees, their supervisors, and any necessary staff agency personnel. After the working group's suggested process was validated by the Director, technology was developed to support it in the form of a SharePoint Checkout Application. Using this application, designated Staff Agency Checkout Coordinators will be able to initiate an automated process regarding pending departures from their organizations.

The new HQMC Checkout Process allows all stakeholders (AR Division representatives and staff agency personnel) the freedom to execute their own internal procedures for processing departing employees. The process also gives AR Division a means to provide oversight for HQMC checkout actions and ensure consistent service agency-wide.

Benefit

The HQMC Civilian Employee Checkout Process is meant to augment staff agency policy by increasing – and easing – communication flow between all checkout stakeholders, validating action items as complete, and decreasing the need for an employee to go office to office to check out, all with minimal impact to stakeholders.

Benefit to AR Division:
The process will ensure that AR Division representatives are aware of HQMC employee departures and allow them to take all required out- processing actions in a timely manner. The process will help prevent loss of equipment, credentials, and the financial and record-keeping frustrations associated with unknown departures.

Benefit to Staff Agencies
Staff agencies and their employees are given a simple, consistent means to notify AR Division regarding scheduled departures. This interaction will help staff agencies ensure that departing personnel are clear of all appropriate liabilities before leaving and ease the frustration of having to redress problems after the employee is gone.

Benefit to Individual Employees
Personnel will be provided clear instruction regarding the actions necessary for them to depart from their HQMC staff agency. The new process will help departing employees avoid the

challenges associated with improper checkouts, including the need to return equipment, surrender all credentials, and untangle financial obligations after they have left their staff agency.

Actions

After an HQMC employee decides to voluntarily leave their organization:

1. The employee will notify their supervisor of their decision to leave the organization.
2. The supervisor will ensure their Staff Agency Checkout Coordinator is made aware of the departure.
3. The Checkout Coordinator will create an electronic record in the new HQMC Checkout Application.
4. The HQMC Checkout Application will generate emails to all applicable parties notifying them of the planned departure.
5. While the Staff Agency follows its internal checkout procedures, AR Division will take necessary action to prepare the employee and employee record for checkout, communicating with the employee and/or supervisor as needed.
6. After all AR Division Branches have taken necessary action, the employee and supervisor will be informed the employee is cleared for departure from the agency.
7. On the last day of work, the employee will relinquish all badges, keys, etc. to their Security Coordinator and the record will be closed out.

Key Roles and Responsibilities

Employee refers to the departing employee. Departing employee does not require a SharePoint account to complete the checkout process electronically, just an email address.

To execute the process, the employee must:
- Notify supervisor of planned departure date as soon as known.
- Return any Government-owned accountable items and repay any outstanding debts prior to departure.
- Follow agency Checkout procedures.
- If a Responsible Officer, follow Headquarters and Service Battalion (HSBn) Supply checkout procedures.

Supervisor refers to the direct supervisor of the departing employee.

To execute the process, the supervisor must:
- Communicate quickly with the staff agency's Checkout Coordinator regarding the employee's departure.
- Ensure necessary actions are taken to support agency procedures.
- Ensure necessary actions are taken to address required HQMC actions prior to employee departure.
- If employee is a Responsible Officer, ensure necessary actions are taken with HSBn Supply to transfer responsibilities.

Checkout Coordinator(s) refers to the individual or group identified by each staff agency to act as their communication point between the offices of departing employees and AR Division.

To execute the process, the Checkout Coordinator(s) must:
- Enter necessary information regarding the departing employee into the HQMC Civilian Checkout Application. (Entering this information notifies AR Division and creates Checkout record.)
- Ensure necessary actions are taken to support agency procedures.
- Assist departing employee and supervisor with necessary agency procedures.
- Using the HQMC Civilian Checkout Application, communicate ALL changes regarding impending departure with AR Representatives.

Agency refers to the HQMC Staff Agency the employee is departing from. Staff agencies are often referred to as "Commands." Some examples of HQMC Staff Agencies are: AR, C4, I&L, M&RA, P&R, PP&O, etc.

To execute the process, staff agencies must:
- Develop internal Checkout procedures to facilitate adherence to the HQMC Civilian Checkout Process.
- Develop internal procedures for the return or transfer of keys, escape masks, and parking permit.
- Review records and provide appropriate information to AR Division regarding collection of any financial indebtedness (accountable property, outstanding service agreements, etc.), if applicable.
- Ensure time and attendance is recorded correctly for departing employees.
- Ensure appropriate RPAs are submitted, as required.
- Coordinate with ARS to change safe and door combinations, if applicable.
- Information Systems Coordinators (ISCs) coordinate termination/transfer of Marine Corps Enterprise Network accounts, access, and services with ARI.
- If employee is a Responsible Officer, coordinate with HSBn Supply to assign a new Responsible Officer and transfer responsibilities.

AR Central Point of Contact refers to the office in AR Division's Human Resources & Organizational Management Branch that oversees the HQMC Civilian Employee Checkout Process.

During the process, the AR Central Point of Contact must
- Provide assistance and guidance to staff agencies regarding HQMC Checkout procedures
- Ensure appropriate AR Division Representatives are notified of employee departure and that Employee Checkout Profile is created.
- Send Checkout information to Checkout Coordinator(s), and departing employees and their supervisors, when appropriate.
- Once cleared by all AR Division Representatives, ensure agency is notified that departing employee is cleared to check out with their Staff Agency's Security Coordinator.

- Upon employee departure and completion of all appropriate actions, ensure AR Representatives have correctly closed out the process.
- Throughout the process, provide oversight to ensure that deficiencies, delays, omissions, and unforeseen needs are addressed.

AR Division Representatives refers to branches of the Administration and Resource Management (AR) Division and their personnel responsible for taking action to process HQMC departures.

To execute the process, AR Division Representatives must:
- Follow internal procedures for taking all necessary actions to clear departing HQMC civilian personnel for checkout.
- Collect and report exit survey information.
- Coordinate with agencies regarding departure date, if applicable.
- Ensure appropriate action is taken regarding employee records.
- Ensure appropriate action is taken to collect employee indebtedness (i.e. government charge card balances, travel expenses, advances, advanced leave, service or training agreements, etc.).
- Ensure appropriate action is taken to deactivate system accounts (SLDCADA, DTS, GTCC, etc.), validate account balance, and adjust time and attendance.
- Ensure proper conduct of security debriefs and collection of building badges, passports, courier cards, and Common Access Cards (CAC).
- Coordinate with agencies to change safe and door combinations, if applicable.
- Follow internal procedures for the termination or transfer of Marine Corps Enterprise Network accounts, access, and services (such as IDs, passwords, cell phones, etc.).

HSBn Supply refers to Headquarters and Service Battalion (HSBn) Supply and their personnel responsible for taking action to process HQMC departures.

To execute the process, HSBn Suuply must:
- Follow internal procedures for taking all necessary actions to clear departing HQMC civilian personnel for checkout.
- If employee is a Responsible Officer, coordinate with agencies to transfer responsibilities to a new Responsible Officer.
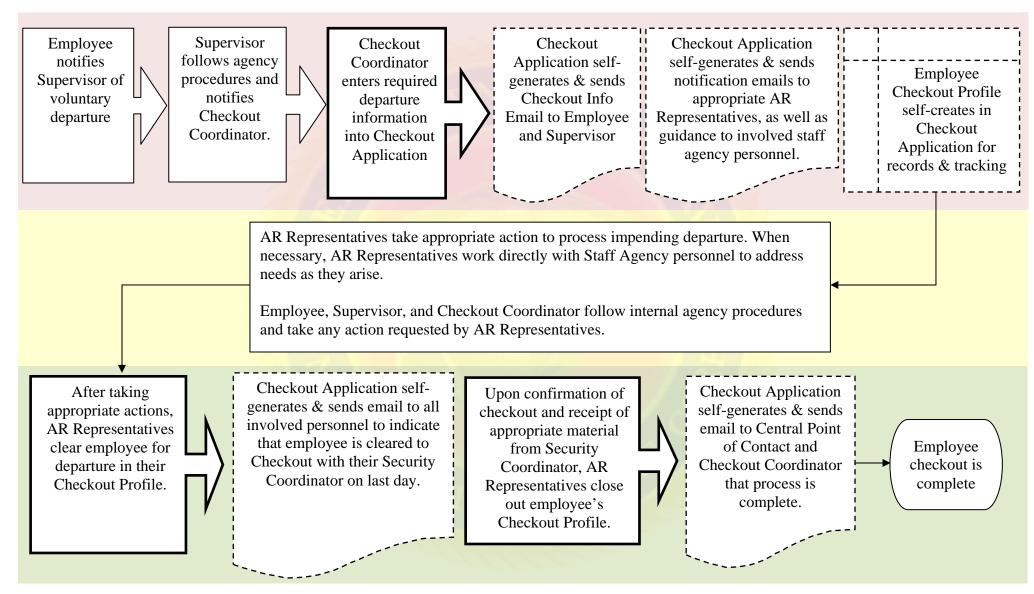
Required Information

The HQMC Civilian Checkout Process was designed to require minimal information burden of departing personnel, their supervisors, and Staff Agency Checkout Coordinators. In order for the Checkout Coordinator to create a record and notify AR Division, the following information is required:

- Name of departing employee
- Email address of departing employee
- Email address of employee's supervisor
- HQMC Agency employee is departing from
- Agency POC info
- Departure Date
- Type of Departure
- Gaining Agency/Forwarding Address (if applicable)
- Information regarding the need for System Accounts after departure

HQMC Civilian Checkout Process
Actions and Technology Support

Employee notifies Supervisor of voluntary departure

Supervisor follows agency procedures and notifies Checkout Coordinator.

Checkout Coordinator enters required departure information into Checkout Application

Checkout Application self-generates & sends Checkout Info Email to Employee and Supervisor

Checkout Application self-generates & sends notification emails to appropriate AR Representatives, as well as guidance to involved staff agency personnel.

Employee Checkout Profile self-creates in Checkout Application for records & tracking

AR Representatives take appropriate action to process impending departure. When necessary, AR Representatives work directly with Staff Agency personnel to address needs as they arise.

Employee, Supervisor, and Checkout Coordinator follow internal agency procedures and take any action requested by AR Representatives.

After taking appropriate actions, AR Representatives clear employee for departure in their Checkout Profile.

Checkout Application self-generates & sends email to all involved personnel to indicate that employee is cleared to Checkout with their Security Coordinator on last day.

Upon confirmation of checkout and receipt of appropriate material from Security Coordinator, AR Representatives close out employee's Checkout Profile.

Checkout Application self-generates & sends email to Central Point of Contact and Checkout Coordinator that process is complete.

Employee checkout is complete

The HQMC Checkout Application
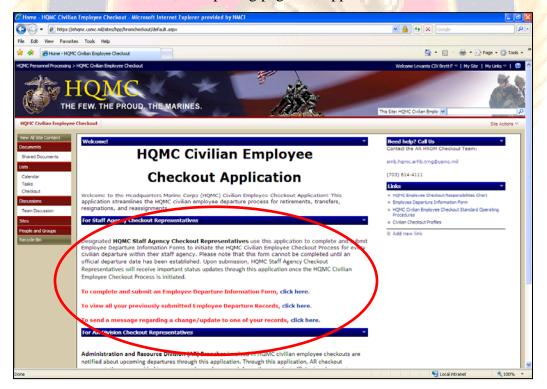## For Checkout Coordinators and AR Representatives

The web-based HQMC Checkout Application was developed in SharePoint to provide automated support to the HQMC Checkout Process. In order to access the application, users must have both a SharePoint account and administrative access as determined by their role in the process. AR Division Checkout Representatives and staff agency Checkout Coordinators are the only users of this application. Since they are the only individuals/groups who interact with the tool, they must have SharePoint accounts in order to execute the process.

For questions regarding access to the application, please contact the AR Central Point of Contact at 703-614-1300, linda.watson@usmc.mil, or ashley.l.robinson@usmc.mil.

Accessing the HQMC Checkout Application

After appropriate access has been established (Checkout Coordinator has a SharePoint account and has been granted a specific role within Checkout Application), the application can be accessed at: https://ehqmc.usmc.mil/sites/hpp/hromcheckout/default.aspx. (When prompted, select your EMAIL certificate in order to confirm access rights.)

Once the site has been accessed, the opening page will appear:

There are two sections on the opening page of the application. At the bottom (only partially visible in the screenshot above) is the area that will be used by AR Representatives to access employee records and take appropriate actions. At the top (within the red oval above), is the area

for Checkout Coordinators to create new records, as well as view and send modification notices for existing records.

Creating Checkout Records

When a Checkout Coordinator has been notified of a departure from their staff agency, they must begin the HQMC process by creating a Checkout Record in the application. To do so, the representative should select the link on the opening page that will allow them to complete and submit an Employee Departure Information Form.
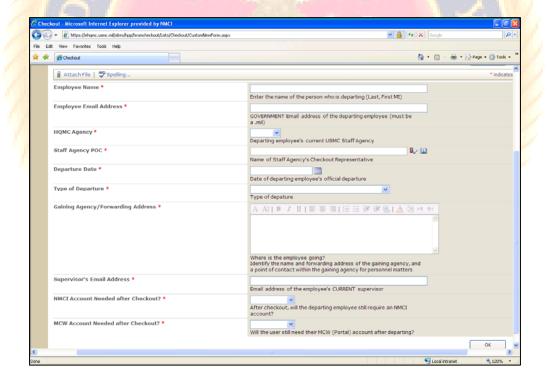
To complete and submit an Employee Departure Information Form, click here.

To view all your previously submitted Employee Departure Records, click here.

To send a message regarding a change/update to one of your records, click here.

[Magnification of Checkout Representative section from opening page.]

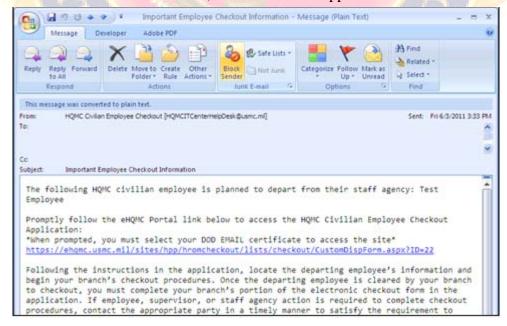Once the link has been selected the form will open:

Information Required for Entry:

Field Name	Information Required	Type of Entry
Employee Name	Name of Departing Employee	Manual Text Entry
Employee Email Address	Current, work email of Departing Employee	Manual Text Entry
HQMC Agency	Current HQMC Staff Agency	Drop-down List
Staff Agency POC	Checkout Representative Name	SharePoint User Lookup
Departure Date	Departure Date	Calendar Lookup
Type of Departure	Type of Departure	Drop-down List
Gaining Agency/Forwarding Address	Future, work contact/location information	Manual Text Entry
Supervisor's Email Address	Current, work email of Departing Employee's Supervisor	Manual Text Entry
NMCI Account Needed After Checkout?	Will NMCI account still be required after checkout?	Drop-down List
MCW Account Needed After Checkout?	Will MCW account still be needed after checkout?	Drop-down List

Once the Checkout Record has been created the Checkout Application will automatically notify all AR Representatives, as well send informational emails to the departing employee, their supervisor and the Checkout Coordinator.

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Checkout Milestones and Communication

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At every milestone in the process (the key action points for involved personnel), the Checkout Application will automatically generate notification emails. Each email is meant to provide appropriate information to the recipient, as well as (if necessary) a link to the application. While there are several versions of these emails, the basic format appears below:

Automatically Generated Messages:

Milestone	Recipient	Notification Email Content
Record Creation	AR Representatives	Notification of Checkout Record creation for AR action.
	Checkout Coordinator	Confirmation that Checkout Record has been created; Basic instruction for follow on action.
	Supervisor	Notification that Checkout action has begun for employee; Basic instruction for follow on action.
	Departing Employee	
3 Days Prior to Departure	Any Stakeholders Still Requiring Action	Reminder of impending departure/action required.
All Initial AR Actions Completed	AR Representatives	Confirmation that initial checkout actions complete.
	Checkout Coordinator	Confirmation that initial checkout actions complete; Basic instruction for last day departure.
	Supervisor	
	Departing Employee	
Employee Departure Completed	Checkout Coordinator	Notification that checkout is complete.
	Supervisor	

When communication is necessary beyond these milestones (to address issues or provide additional information) AR Representatives will work directly with staff agency personnel. Should the Checkout Coordinator, supervisor, or employee need to communicate with any stakeholder regarding the process, they should contact the AR Central Point of Contact.

Viewing Checkout Records

Once a Checkout Record has been created, the Checkout Coordinator may view that record at any time to check the status of the process. To do so, the representative should access the application and select the link on the opening page to view previously submitted records.
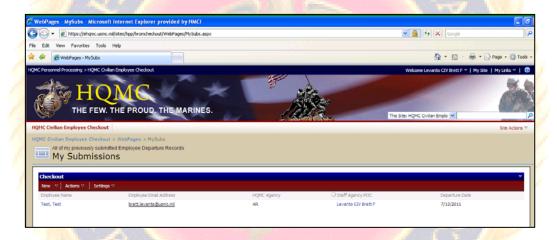
To complete and submit an Employee Departure Information Form, click here.

To view all your previously submitted Employee Departure Records, click here.

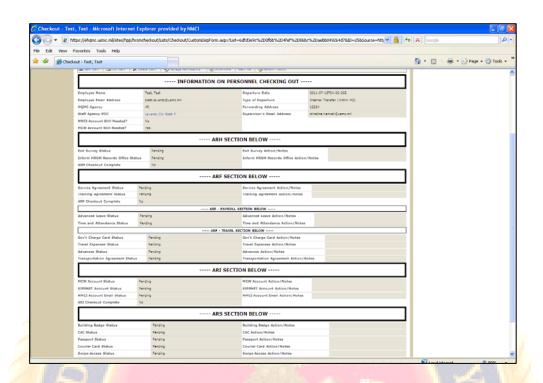**To send a message regarding a change/update to one of your records, click here.**

[Magnification of Checkout Representative section from opening page.]

Once the link has been selected, a list will open containing all records created by that representative:

By selecting any of the items displayed, the Checkout Coordinator can view the entire record, including the updates made regarding actions taken by AR Representatives. The form, which contains some specific information regarding these actions, also indicates whether each branch has cleared the employee for checkout.

The checkout form is divided into sections according to the actions taken by each branch within AR Division:

After reviewing the status of a record, the Checkout Coordinator should contact the AR Central Point of Contact with any questions or issues.

Updating Checkout Record Information

When changes occur regarding an employee departure, Checkout Coordinators cannot enter them directly into the Checkout Record. This limitation is necessary to protect the integrity of the initial form and ensure that unnecessary changes are not made to records once they have been created. However, a function exists that will allow representatives to send messages to all stakeholders regarding a specific record.

To generate this message, the Coordinator should access the application and select the link on the opening page to send a message regarding an update or change one of their records:
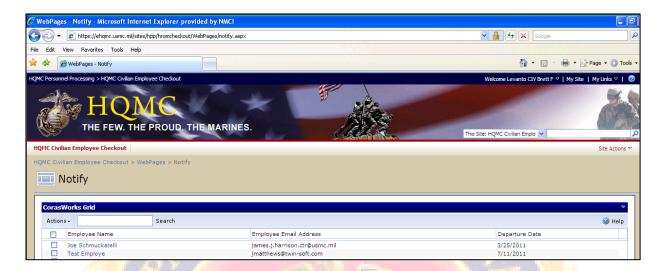

To complete and submit an Employee Departure Information Form, click here.

To view all your previously submitted Employee Departure Records, click here.

To send a message regarding a change/update to one of your records, click here.

[Magnification of Checkout Representative section from opening page.]

Once the link has been selected, a list will open containing all records created by that representative:

To send a message regarding one of these records, the Coordinator should check the box to the left of the appropriate record and click the "Actions" button at the top of the list. This will allow them to generate a message window containing all appropriate information for the selected record. The message will be addressed to all AR Representatives, but the Checkout Coordinator may add respondents as necessary. The Coordinator should enter the updated information into the field of the message once it has been generated and click send to distribute the update.

Process Completion

After the employee has departed and all necessary items have been reclaimed by AR Division Representatives, the Checkout Record is complete. Notifications will be sent to the supervisor and Staff Agency Checkout Coordinator, as well as appropriate AR Representatives to ensure that all follow on actions are taken.