Frequently Asked Questions

Signing up for SPOT Training

1. How can I sign up for training?
2. I am having trouble accessing the training site, what do I do?

Answer to the questions above:
To access the SPOT-ES Training Schedule, click the **Request SPOT Training** link on the SPOT "Login" page. The SPOT Training Schedule is also posted on the SPOT Resource Center under the **Training** tab.

To register for a class, contact the training department via email at dodhra.beau-alex.dmdc.mbx.spot-es.training@mail.mil and provide the following information:

1. First and last name
2. Sponsoring organization and/or company name
3. Job title/role
4. The role you will play in SPOT or TOPSS (if known)
5. Email address
6. Phone number
7. Course name you are registering for
8. Requested training date and time

Once the SPOT-ES Training Registrar receives this information, a confirmation email with additional instructions will be sent to the email address you provided to confirm your registration.

Accessing SPOT

I am trying to log in to SPOT with my Common Access Card (CAC), but it is not working. What do I do?
First, check that SPOT supports the browser you are using. For information about supported browsers, click the **Which browsers can I use with SPOT?** link on the SPOT "Login" page. Contact the SPOT-ES Help Desk if you need more information.

If you are using a supported browser, close your browser, log completely off the system, and remove your CAC. Log back into the system and reinsert your CAC. Sometimes the CAC reader may not register correctly. If this does not work, capture a screenshot of the error you receive and send it to the SPOT-ES Help Desk.

You can contact the SPOT-ES Help Desk using any of the following methods:
Phone: 703-578-5407
Email: dodhra.beau-alex.dmdc.mbx.spot-helpdesk@mail.mil

How can I deactivate my SPOT account?
To deactivate your SPOT account, send an email request to the SPOT-ES Help Desk at dodhra.beau-alex.dmdc.mbx.spot-helpdesk@mail.mil. Please include contact information and account details.

If you do not log into SPOT, your account will deactivate automatically after 35 days of inactivity. You will receive email warnings 14 days and 7 days prior to deactivation. If you ignore the warning emails, your account will be deactivated, and you will receive an email notice. To keep your account active, log into SPOT on a regular basis. If your account is no longer active and you still require access to SPOT, contact the SPOT-ES Help Desk. If your account is deactivated and your DD Form 2875 System Authorization Access Request (SAAR) is over a year old, a new DD Form 2875 will have to be submitted.

1. **I recently got married and need to update my last name in SPOT. What do I do?**
2. **My last name is spelled incorrectly in SPOT. How can I fix it?**

Answer to the questions above:
If you are a registered SPOT user and your first name, last name, or middle name/initial changes on your CAC, you should still be able to access SPOT if your new DoD-issued CAC certificate matches the DoD ID stored in the system for your account. Upon successful verification, SPOT will automatically update your login. For other changes to your SPOT user profile information (such as email address or company/organization), contact the SPOT-ES Help Desk.

USING A CAC OR ECA CERTIFICATE

Why is a CAC or ECA certificate required for SPOT-ES access?
Directive Joint Task Force – Global Network Operations Communications Tasking Order (JTF-GNO CTO) 07-015 (07APR08) mandates that users employ a Public Key Infrastructure (PKI) certificate to access private DoD applications. For SPOT-ES access, a Common Access Card (CAC) or External Certification Authority (ECA) certificate satisfies this requirement.

Who will need a CAC or ECA certificate to access SPOT-ES?
Access to SPOT requires a Common Access Card (CAC) or External Certification Authority (ECA) certificate. Citizens of the FVEY partner nations (**United States, United Kingdom, Australia, New Zealand, and Canada**) can ***only*** access SPOT using a CAC or ECA certificate; they are ***not*** permitted to obtain a SPOT user name and password account. Contractor Company Administrators, who are citizens of a non-FYEY country, should first pursue getting CAC or ECA certificates. If the non-FYEY citizens are unable to get a CAC or ECA certificate, they *may* apply for a user name and password account. The SPOT PMO will consider user name and password applications and approvals ***only on a limited case-by-case basis, as an exception to policy***. For more information, see the sections “Registering for SPOT” and “How do I obtain a user name and password account?” in this document.

What are PKI (Public Key Infrastructure) and PKI certificates?
PKI is a suite of products and services that provide and manage certificates for public key cryptography. PKI certificates identify the individual named in the certificate and ensure secure access to information that is not available for public distribution.

What is a CAC (Common Access Card)?
A CAC is a smart card used as the standard identification and is issued by DoD for military, government, and eligible DoD contractor personnel. A CAC is used to enable logical and physical access to DoD computers, networks, and certain DoD facilities. It is also used to encrypt and electronically sign emails and documents or securely log into agency networks, systems, and websites.

What is ECA (External Certification Authority)?
ECA is a private program supported by the DoD to allow industry partners to be issued PKI certificates that are DoD trusted. For more information, go to https://public.cyber.mil/eca/ or https://cyber.mil/eca/.

What is the DoD approved list of ECA vendors?
The following are approved ECA vendors:
- WidePoint (formerly Operational Research Consultants, Inc. (ORC))
- IdenTrust, Inc.

What is a "SPOT authorized PKI certificate"?
SPOT-ES supports many government agencies and therefore, the SPOT-ES program has authorized several Common Access Card (CAC), Personal Identity Verification (PIV), and DoD approved ECA PKI certificates. The following is a list of common PKI certificates authorized to access SPOT-ES:
- CAC - Issued by DoD
- PIVs- Issued by Department of State (DoS)/United States Agency for International Development (USAID), Department of Justice (DoJ), and General Services Administration (GSA)
- ECA certificate - Issued by one of the DoD approved ECA vendors. SPOT-ES is recommending contractor companies obtain a medium assurance certificate.

If your certificate was issued by one of the above agencies or ECA vendors and you are still unable to obtain access, contact the SPOT-ES Help Desk Email: dodhra.beau-alex.dmdc.mbx.spot-helpdesk@mail.mil or Phone: 703-578-5407.

Who should I contact to get a SPOT authorized CAC or ECA certificate?
Contact your supervisor or administrator for guidance. Your supervisor or administrator will know whether a CAC or an ECA certificate should be issued.

How do I apply for a CAC?
Each government agency has its own process to authorize and process CACs for its employees and approved contractors. Contact your supervisor or administrator for guidance.

How long does it take to obtain a CAC or ECA certificate?
The time varies depending on several factors. In some cases, it can take up to eight weeks to complete the process of obtaining a CAC or ECA certificate.

UPDATING SPONSOR INFORMATION

How can I update my sponsor information?
To update your sponsor information, request a *Sponsor Change* form from the SPOT-ES Help Desk and send it to your new sponsor. Your sponsor must then complete the form and submit it to the Help Desk.

VIEWING TRAINING WORKBOOKS, GUIDES, OR VIDEOS

Are there any training workbooks, guides, or videos I can look through?
Yes. Log into SPOT. On the menu bar, hover over the **Resource Center** tab and click the **SPOT Library** link to see a list of SPOT documents. The "SPOT Library" page will display listing documents grouped into sections for "Business Rules", "Information Sheets", "Quick Reference Guides", "Release Notes", "User Guides," and "User Manuals".

When a library page is open, you can open another library from either the menu bar or the left navigation menu. For example, click the **SPOT-ES Library** link to see documents related to the SPOT Enterprise Suite, grouped into sections for "Help Desk Information Sheets", "Information Sheets", and "Required Fields" documents. Click the **Training** link to see the *SPOT-ES Training Schedule*, training self-help videos, and videos that are excerpts from training classes, broken down by tasks in SPOT. To search for a document you wish to view, click the **Search** link, enter a keyword (document title, filename, or document content), and click the **Search** button.

REGISTERING FOR SPOT

How do I register for a SPOT account?
To register for a SPOT account, identify a sponsor who can validate your need for SPOT access. Then go to the SPOT website to register using your CAC or ECA certificate.

- For Non-secure Internet Protocol Router Network (NIPRNet): https://spot.dmdc.mil/
- For Secure Internet Protocol Router Network (SIPRNet): Please contact the SPOT-ES Help Desk.

The SPOT "DoD Disclaimer" page will display. Click the **I Consent** button at the bottom of the page. The SPOT "Login" page will display. Click the **New User? Register** link. Follow the online steps to register for a SPOT account with your CAC or ECA certificate. For help, click the **Registration Self-help video** link or button ( ). For more information, see the *Register for SPOT Access Quick Guide*. This guide is available on the SPOT "Program Support" page (https://www.acq.osd.mil/log/LOG_CSD/spot.html).

After registering for your SPOT account, the SPOT-ES Help Desk will send you an email with instructions on how to complete the DD Form 2875 System Authorization Access Request (SAAR) that will be attached to the email. Complete the DD Form 2875 and submit it to your sponsor to approve and validate your need for access to SPOT. The sponsor must submit a completed and digitally signed (by both sponsor and person registering) DD Form 2875 to the SPOT-ES Help Desk for all new users.

The DD Form 2875 must indicate the date the following requirements were completed:

- Information Awareness (IA) Training (Cyber Awareness Challenge Training fulfills this requirement) (or equivalent)
  Current URL (NIPR): https://cyber.mil/training/cyber-awareness-challenge/
  Current URL (Public): https://public.cyber.mil/training/cyber-awareness-challenge/
- Non-Disclosure Agreement (NDA) Form (if a contractor is filling a government role)

Who can be my sponsor to approve my SPOT registration?
All SPOT roles must identify a sponsor to approve the account request.

- A sponsor does not need to be a registered SPOT user.
- To ensure your sponsor receives the SPOT registration request for approval, verify the sponsor's email address is correct.
- For a contractor Company Administrator role in SPOT, your sponsor should be a supervisor or someone from your Human Resources (HR) department within your company who can validate your need to access SPOT.
- For government and military persons, the sponsor is your government or military supervisor with an official government email address.
- Contractors requesting government roles require SPOT Program Management Office (PMO) approval and are approved on a case-by-case basis.
- If a contractor is supporting a government organization and requires a SPOT governmental role, the sponsor must be a government official with an official government email address and not a company supervisor.
- The sponsor must submit a completed and digitally signed (by both sponsor and person registering) DD Form 2875 System Authorization Access Request (SAAR) to the SPOT-ES Help Desk for all new users.

The DD Form 2875 must indicate the date the following requirements were completed:
  - Information Awareness (IA) Training (Cyber Awareness Challenge Training fulfills this requirement) (or equivalent)
    Current URL (NIPR): https://cyber.mil/training/cyber-awareness-challenge/
    Current URL (Public): https://public.cyber.mil/training/cyber-awareness-challenge/
  - Non-Disclosure Agreement (NDA) Form (if a contractor is filling a government role)
- Self-sponsoring is not authorized.

How do I obtain a user name and password account?
Access to SPOT requires a CAC or ECA certificate (see the “Using a CAC or ECA Certificate” section in this document). Citizens of the FVEY partner nations (**United States, United Kingdom, Australia, New Zealand, and Canada**) can ***only*** access SPOT using a CAC or ECA certificate; they are ***not*** permitted to obtain a SPOT user name and password account. Contractor Company Administrators, who are citizens of a non-FYEY country, should first pursue getting CAC or ECA certificates. If the non-FYEY citizens are unable to get a CAC or ECA certificate, they *may* apply for a user name and password account. The SPOT PMO will consider user name and password applications and approvals ***only on a limited case-by-case basis, as an exception to policy***.

Complete the following steps to request a SPOT user name and password account:

1. Contractor Company Administrator requesting a user name and password account must submit a request in writing (email, letter, fax, etc.) to a government or military sponsor with an active SPOT account (Government Authority/Administrator or Contracting Officer/Administrator account). The request must indicate the following requester information: first name, last name, office phone, primary email, alternate email, company, citizenship country, residency country, date Information Assurance (IA) Training (or equivalent) was completed, sponsoring government organization, sponsoring POC first name, sponsoring POC last name, sponsoring POC office phone, sponsoring POC primary email.
2. The sponsor must request a "Proxy Account" in SPOT. To do this, the government or military sponsor should hover over the **Setup** option on the SPOT menu bar, click the **Request Proxy Account** link, and complete the “User Registration by Proxy” pages to provide affiliation, role, and profile information.
3. Once the account request is completed and submitted, the account request information is sent automatically to the SPOT-ES Help Desk for review.
4. The SPOT-ES Help Desk will send an email to the company user with instructions on how to complete the DD Form 2875 System Authorization Access Request (SAAR) that will be attached to the email.
5. The company user must complete the DD Form 2875 and submit it to the sponsor to approve and validate the need for access to SPOT. The DD Form 2875 must indicate the date the Information Awareness (IA) Training (Cyber Awareness Challenge Training fulfills this requirement) (or equivalent) was completed.
   Current URL: https://public.cyber.mil/training/cyber-awareness-challenge/
6. The sponsor must verify the citizenship of the company user (because this cannot be done in SPOT) and sign the DD Form 2875.
7. The sponsor sends the completed and signed DD Form 2875 to the SPOT-ES Help Desk. All user name and password accounts must be reviewed and approved by the SPOT-ES Program Management Office (PMO).
8. If approved by the SPOT-ES PMO, the SPOT-ES Help Desk will activate the account and a username and temporary password will be sent to the company user.

The system-generated user name cannot be changed. The assigned password, however, is temporary and must be changed when you first log into the system. Temporary passwords expire after five (5) days. SPOT allows user name and password account holders to change their passwords as needed and requires a password update every 60 days, but no more than once every 24 hours. The system will display a password expiration date reminder on the "Home" page starting 30 days prior to the password's expiration date.

If you do not log into SPOT, your account will deactivate automatically after 35 days of inactivity. You will receive email warnings 14 days and 7 days prior to deactivation. If you ignore the warning emails, your account will be deactivated, and you will receive an email notice. To keep your account active, log into SPOT on a regular basis. If your account is no longer active and you still require access to SPOT, contact the SPOT-ES Help Desk. If your account is deactivated and your DD Form 2875 System Authorization Access Request (SAAR) is over a year old, a new DD Form 2875 will have to be submitted.

The government or military sponsor will receive a reminder email and must review the need for SPOT access every 90 days.

How do I obtain a FIN (Foreign Identification Number) for SPOT?
A Foreign National that is being issued a CAC will receive a FIN from the Defense Manpower Data Center (DMDC). If the Foreign National is not receiving a CAC, follow the instructions in the SPOT Business Rules or the SPOT user manuals regarding what to enter as the FIN in SPOT. To access these documents, hover over the **Resource Center** tab and click the **Spot Library** link.

1. **What is the Company Employee (Self-Tracker) role?**
2. **How does a company employee register for the Company Employee (Self-Tracker) role?**

Answer to the questions above:
The Company Employee (Self-Tracker) role is a contractor company employee with the privilege to enter and view the individual's own basic personal information in SPOT. This role allows individuals to print and reprint their own LOA, edit their own person data, and view and update their own deployment information. Other authorized users (Company Administrator, SPOT Administrator, Government Administrator, Government Authority, and Contractor Accountability roles) can edit person data for users with the Self-Tracker role. The Company Administrator, SPOT Administrator, and Contractor Accountability roles can also release persons with the Self-Tracker role. To register for the Self-Tracker role, see the FAQs in the "Registering for SPOT" section of this document. Select **Company Contractor Personnel** as your affiliation and **Company Employee who needs to enter personal deployment information** as the option that best describes you.

Managing Roles/Permissions

I have switched companies and I need my role to reflect my new company. What do I do?
A Company Administrator can have only one company associated with an account. If you have switched companies, contact the SPOT-ES Help Desk. Depending on your specific situation, you may need to submit both a *Sponsor Change* form and a *Request Change of Role* form. The Help Desk agent can walk you through which forms you will be required to submit.

What is the Tier3 Scheduled Reports User role?
The Tier3 Scheduled Reports User role is for users who will access Tier 3 reports and will have limited access to some "Home" page links, but not access to other SPOT functionality.

Searching for Contracts and Task orders

1. **I'm unable to find a contract within SPOT. What do I do?**
2. **I'm unable to see a task order that should be associated with a contract. What do I do?**

Answer to the questions above:
This occurs if the contract number has not been entered in SPOT or can occur when a Company Administrator's account is not associated with the same company that is on the contract or task order. Depending upon your specific situation regarding your user account and company name on the contract in SPOT, the Help Desk agent can walk you through the necessary steps to rectify the situation. Some cases will require that your account be updated, while others may require that the company name on the contract and/or task order be updated. The Help Desk agent can assist in determining the best course of action to rectify the issue.

Adding Contractor Companies in SPOT

When I search for a contractor company to add to a contract or task order, I cannot find the company in SPOT.
Scenario 1: Prime company on a contract
When adding a contract, the prime company is pre-populated for the Company Administrator role. For other authorized users, the prime company is required to add the contract. If you search for but cannot find the company, click the **Can't find your Company?** link in the "Search for Company" window (or the **Request** link under "Company" on the SPOT menu) and submit a request to have the company name added to SPOT's list of selectable companies. The requested **Company Name** can be a maximum of 100 characters and **Company Acronym** can be a maximum of 25 characters. Special characters are allowed. You will receive an email to notify you if the requested company name is approved, approved with comments, approved with changes/comments, or denied with comments. Once approved, you can add the contract with the newly approved company as the prime.

Scenario 2: Subcontractor company on a contract or task order
For contracts with task orders, subcontractors must be added to the task order. If a contract does not have task orders, subcontractors are added to the contract. If you search for but cannot find a company to add as a subcontractor, click the **Can't find your Company?** link in the "Search for Company" window (or the **Request** link under "Company" on the SPOT menu) and submit a request to have the company name added to SPOT's list of selectable companies. The requested **Company Name** can be a maximum of 100 characters and **Company Acronym** can be a maximum of 25 characters. Special characters are allowed. You will receive an email to notify you if the requested company name is approved, approved with comments, approved with changes/comments, or denied with comments. Once approved, you can come back to the contract or task order, select **Manage Contractor Companies** from the action drop-down menu, search for and select the new company to add as a subcontractor, and save this change.

Adding and Updating Contracts and Task Orders

Why do I get an error message when I try to add a task order to a contract?
If there is an open or active deployment against a contract, you cannot add a task order to that contract. This is because if a contract has task orders, deployments must be against the task order, not the contract. If a contract does not have task orders, then deployments can be against the contract.

To resolve this issue, first cancel or close out the deployment(s) against the contract. Then you can add the task order to the contract and create the deployment(s) against the task order that was added.

I am trying to update a contract or task order. Why do I get an error message when I try to remove a country from the Places of Performance Selected Countries list?
When a country is selected as a country to be visited for an open or active deployment:

- If the deployment is against a contract, you cannot remove the country from that contract's **Places of Performance Selected Countries** list.
- If the deployment is against a task order, you cannot remove a country from that task order's **Places of Performance Selected Countries** list. However, when the deployment is against the task order, you can remove the country from the contract's **Selected Countries** list.

The United States is an exception and can be removed from the **Selected Countries** list.

DISTINGUISHING BETWEEN A CURRENT AND STAGED DEPLOYMENT

1. **What is the difference between a current and a staged deployment?**
2. **Why can't I search for, view, and print the LOA for a staged deployment?**

Answer to the questions above:
Persons can have only one current deployment in SPOT. However, the SPOT application lets authorized users (Company Administrator, Government Authority, Government Authority with Global Report Access, Government Administrator, Government Administrator with Global Report Access, and SPOT Administrator) request a future staged deployment and Letter of Authorization (LOA) for a company contractor who has a current open or active deployment and LOA. Only one staged deployment is allowed, and it cannot overlap the dates for the current deployment. Both the current and staged deployment must have an LOA requested. Staged deployments do not affect the current deployment and LOA. When the current deployment is cancelled or closed (either manually or by SPOT through an automatic process), the staged deployment is converted automatically to become the current deployment. The staged deployment feature simplifies the process when contractor personnel will have back-to-back deployments. Staged deployments cannot be created for government or military persons.

The following are the status differences for a current and staged LOA:

- **Current Deployment LOA –** Authorized users use the "LOA Inbox" on the SPOT "Home" page to search for LOAs associated with the current deployment and access LOA details. An LOA for a current deployment can have the status "Request Pending", "Government Authorized", "Pending Signed Document", "KO Approved", "Cancelled", "Denied", "Expired", "Recalled", and "Revoked". Only LOAs with a "KO Approved" status are available to view and print in their final PDF form.
- **Staged Deployment LOA –** An LOA requested for a staged deployment can only have the status "Request Pending –Staged". Users cannot search for a "Request Pending - Staged" status LOA from the "LOA Inbox" on the "Home" page. This status LOA cannot be authorized, approved, viewed, or printed until the staged deployment becomes the current deployment and the LOA status changes from "Request Pending - Staged" to "Request Pending". At that time, an email is sent to the assigned Government Authority to notify him/her that there is an LOA to authorize. If you do ***not*** want a staged deployment to convert automatically to become the current deployment, then cancel the staged deployment before you cancel or close the current deployment.

MANAGING LETTERS OF AUTHORIZATION (LOAS) FOR THE CURRENT DEPLOYMENT

1. **I submitted an LOA request, but I need to make some changes. How can I edit the LOA and resubmit it?**
2. **I had an LOA that was in the approval process, but it is no longer available. What happened to this LOA?**
3. **I am modifying and resubmitting a recalled LOA, but SPOT does not let me enter the contractor's original deployment date. Why?**
4. **I need to modify an LOA for an open deployment. How do I make the necessary changes?**
5. **I received an email saying that an LOA was revoked. Why did this happen?**

Answer to the questions above:
Not Yet Approved LOA – If edits need to be made to an LOA that is in the authorization and approval process, the following options are available:

- **Recall –** Recalling maintains the LOA request with the same LOA number.
  - The Company Administrator or Government Authority can recall a "Request Pending" status LOA prior to authorization by a Government Authority. The LOA status changes to "Recalled". The Company Administrator can then update the "Recalled" status LOA and resubmit it.
  - A Government Authority or a Contracting Officer can recall a "Government Authorized" status LOA prior to approval by a Contracting Officer. These roles can enter remarks and comments, but they cannot edit and resubmit LOAs. In addition, Company Administrators cannot edit LOAs recalled from a "Government Authorized" status.
- **Deny -** Denying an LOA stops the request so the Company Administrator must create a new request.
  - A Government Authority can deny a "Request Pending" status LOA.
  - A Contracting Officer can deny a "Government Authorized" status LOA.

Approved LOA – After an LOA for the current deployment is approved and signed by the Contracting Officer, the LOA with the "KO Approved" status is available in PDF format to view and print. The Contracting Officer must revoke the LOA so an authorized user can update any information on the LOA such as contract/task order dates, personal data, points of contact, Authorized Government Services (AGS), and deployment dates. To ensure that LOAs reflect the most updated personal data, Contracting Officers are encouraged to revoke any LOAs processed with incorrect personal data. This will ensure that the updated personal information is reflected on the LOA.

An LOA can be revoked for an open or active deployment. After the LOA is revoked, the Company Administrator must go into SPOT, update the necessary information, and request a new LOA. The associated deployment will be automatically cancelled (open deployment) or closed (active deployment) after 72 hours (3 days), unless another LOA for this deployment is requested. Updates to existing deployment information are limited depending on the deployment status. To change the contract/task order, cancel or close out the deployment and then request a new deployment and LOA. Overlapping deployments are not permitted, so the start date of the resubmitted deployment/LOA request must be at least the day after you close out the previous deployment. For more details, see the sections "Cancelling a Deployment" and "Closing Out a Deployment" in this document and the *SPOT Modify and Re-submit an LOA Quick Guide* document.

Searching for a Person on the "Home" Page

1. **I am a Company Administrator or Government Authority/Administrator and cannot find a person when I do a search in SPOT. What do I do?**
2. **I am a Company Administrator. When I search for persons in SPOT, I cannot see the persons who work for my subcontractor company. How can I see subcontractor company employees who have deployments against my contracts/task orders?**
3. **I am searching by deployment status and cannot find all the persons I expect to see?**
4. **How do I search for all contractors with current or staged deployments?**
5. **I am a Company Administrator for the prime company on a contract. I added subcontractor company employees in SPOT for a contract/task order but have not requested a deployment yet. When I search by Contract # and Task Order #, I do not see the persons I added. Why can't I see these persons?**

Answer to the questions above:
If you search on the "Home" page and cannot find a person, this issue might be due to incorrect data entry (**Last Name**, **First Name**, **SSN**, **FIN**, or **DoD ID**) or because the person is not associated with your company/organization (or with any company at all). When you search for someone in SPOT, the results are restricted to people who are currently associated with your company/organization. First, verify your entries are correct. For security, the **SSN** field is masked and only the last four characters are displayed. However, you can click the **Unmask** button ( ) to briefly unmask the **SSN** field to make sure you typed the number correctly. Then either click the **Mask** version of the button ( ) to mask the **SSN** field again or allow the system to mask the field after a few seconds.

If there is still an issue, it might be because the person in question is not associated with your company/organization or because Government Authority/Administrator roles can only see actively deployed contractors when doing a name only search or search without also entering an identifier (**SSN**, **FIN**, or **DoD ID**).

A person is associated with a company in one of two ways:

1. **Adding a Person –** A Company Administrator adds a person in SPOT.
   - **Own Employee –** A Company Administrator adds a person who works for the company that the Company Administrator is associated with in SPOT.
   - **Subcontractor Company Employee –** A Company Administrator for a prime contractor company adds a person who works for a subcontractor company and associates the subcontractor person with a contract/task order that has been entered in SPOT and to which the subcontractor company is associated. This establishes a prime-subcontractor company relationship. When requesting a deployment/LOA, if the deployment contract/task order does not match the contract/task order assigned when the prime company added the person to SPOT a warning appears in Step 2 of the workflow. Continuing will modify the previous prime-subcontractor company and contract/task order relationship when this deployment is created.
2. **Requesting a Deployment/LOA –** An authorized user (such as a prime Company Administrator, subcontractor Company Administrator, Government Authority, or Government Administrator) requests a deployment/LOA for a person against a contract/task order associated with a company in SPOT. A prime-subcontractor relationship is established when an authorized user creates a deployment for a person against a contract/task order where the person's employer is a subcontractor company. When the associated deployment ends, the "View Person" page will still display the details of the just ended deployment contract/task order until the subcontractor is released or is deployed against a different contract/task order.

To search for a person on the "Home" page who is associated with your company/organization, use the fields under the "Filter by Person Details" heading (**Last Name**, **First Name**, **Citizenship Category**, **Deployment Status**, **SSN**, **FIN**, or **DoD ID**) in the "Search for Person" section on the "Home" page. For a Company Administrator, this could be person who works for your company or who works for a subcontractor company and has a prime-subcontractor relationship with your company.

- To search for a specific person, enter the full Social Security Number (**SSN**), Foreign Identification Number (**FIN**), or 10-digit Department of Defense Identification Number (**DoD ID**) associated with the person's Common Access Card (CAC), either alone or in conjunction with the person's name. The DoD ID was formerly referred to as the Electronic Data Interchange Personal Identifier (EDIPI).
- If you do ***not*** enter any search criteria, a message displays that indicates the search will return all persons. If you click **OK**, the search results will list records for all persons associated with your company/organization. For Company Administrators, these are persons currently employed by your company or those who are employed by a subcontractor company and have a prime-subcontractor relationship with your company, regardless of who added the persons to SPOT. For Government Authorities/Administrators, these are contractors with an active current deployment ("Active" or "Active, Staged" status) or government civilian and military employees in support of any of the organizations associated with your Government Authority/Administrator role. The search results do ***not*** include contractors who have an open current deployment or do not have a current deployment.
- To search for persons with a specific deployment status, use the **Deployment Status** list box. To select multiple values, click to select an option and then hold the **SHIFT** key (for consecutive choices) or the **CTRL** key (for non-consecutive choices) and click to select additional options.
  - To see all contractors with current open deployments, select both **Open** and **Open, Staged**.
  - To see all contractors with current active deployments, select both **Active** and **Active, Staged**.
  - To see all contractors with staged deployments, select both **Open, Staged** and **Active, Stage**d.

For a Company Administrator, to search for a person on the "Home" page with a deployment associated with your company, use the **Contract #** and/or **Task Order #** fields under the "Filter by Deployed Contract and Task Order" heading. The search results will display all contractor and subcontractor persons with an open or active deployment against the selected contract/task order, regardless of who added the persons to the SPOT system.

- Only search by **Contract #** and/or **Task Order #** if the persons you wish to find are associated with a deployment/LOA request.
- "(Prime)" is displayed next to the number in the **Contract #** and **Task Order #** drop-down list if the Company Administrator's company is the prime on a contract/task order.
- If a selected **Contract #** does not have an associated task order, the **Task Order #**, drop-down list displays "No associated Task Order" and is not selectable.
- If you do ***not*** select **Contract #** and/or **Task Order #** as search criteria, the search results display only those persons who work for the Company Administrator's company or work for a subcontractor company and have a prime-subcontractor relationship.

To search for a person on the "Home" page associated with your company who is also associated with a deployment, the person must match all the search criteria that you enter. If you add a subcontractor employee but have not requested a deployment/LOA for that person, you will ***not*** find that person if your search criteria include a **Contract #** and/or **Task Order #**.

Frequently Asked Questions

ADDING A PERSON IN SPOT

1. **I am a Company Administrator and cannot find a person who is already in SPOT and who I need to add to my company. What do I do?**
2. **How can I add someone to my company?**
3. **When I try to add a person to SPOT, I receive a message that says a person exists in SPOT with this SSN or FIN. Why did this happen?**
4. **I need to create an LOA, but the employee is associated with another company. How can I have that person released and added to my company?**
5. **I am a government user and when I try to add a person for a contractor company, I cannot find the person's company in SPOT.**
6. **I don't know if the FIN I want to use is already in SPOT. What do I do?**

Answer to the questions above:
If you cannot find a person who you want to add, this issue might be due to incorrect data entry (name, **SSN**, **FIN**, or **DoD ID**) or because the person is not associated with your company/organization or with any company at all. As a Company Administrator, when you search for someone in SPOT, the results are restricted to people who are currently associated with your company, either because the person works for your company or works for a subcontractor company and is affiliated with your company. First, verify your entries are correct. If there is still an issue, the person in question has to be affiliated with your company. For more information, see the "Searching for a Person" topic.

Use the **Add/Edit** link on the **SPOT** menu or the **Add/Edit a Person** link on the "Home" page to navigate to the "Add/Edit Person" page. Enter the person's information in the top section of the page and click the **Continue** button.

For Company Administrators, here are scenarios you might see (if you have permission) when trying to add a person, as well as the steps to resolve them:

Scenario 1: Person with this SSN or FIN *does not exist* in SPOT
If a person with this SSN or FIN ***does not exist*** in SPOT, the add version of the "Add/Edit Person" page displays. If adding a U.S. Citizen, click the **Validate and Continue** button to validate the person against Defense Manpower Data Center (DMDC) Defense Enrollment Eligibility Reporting System (DEERS). Enter the person's information as necessary. Click the **Save and Continue** button to save your entries and add the person. After the person is added, you can search for this individual on the "Home" page and then create a deployment.

Scenario 2: Person with this SSN or FIN *already exists* in SPOT and is affiliated with your company
If your entries (**First Name**, **Last Name**, **Date of Birth**, and **Sex**) match the data that ***already exists*** in SPOT for this SSN or FIN, a pop-up window displays the message "Person exists in SPOT. Do you want to Edit the person?" Click the **Yes** button to edit or the **No** button to clear the page to add another person. If you click the **Yes** button to edit, edit the person's information as necessary. Click the **Save and Continue** button to save your changes.

Scenario 3: Person with this SSN or FIN *already exists* in SPOT, but your entries do not match the data in SPOT
If your entries for this SSN or FIN do not match the data in SPOT (for example, if you incorrectly type an entry), an error message displays and the **SSN/Re-enter SSN** or **FIN** fields are highlighted. To add the person, change/correct the SSN or FIN entry and click the **Add** button. To edit the existing person (if you have permission), leave the SSN or FIN entry and

click the **Edit** button. Enter the person's information as necessary. Click the **Save and Continue** button to save your entries.

Scenario 4: Person with this SSN or FIN is affiliated with another company and has an open or active deployment
Use the **Add/Edit** link on the **SPOT** menu or the **Add/Edit a Person** link on the "Home" page to navigate to the "Add/Edit Person" page. Enter the person's information in the top section of the page and click the **Continue** button. If the person already exists in SPOT, is affiliated with another company, and has an open or active deployment, an error message displays. You cannot change the affiliation if the person has an open or active deployment. The open or active deployment must be cancelled or closed and any associated LOAs must be revoked or cancelled before the person can be reassigned. Select the next action you would like to perform (**Add/Edit another person** or **Return Home**) and click **Continue**.

In this case, have the person contact the previous company and ask the previous Company Administrator to release the person from this company in SPOT. If this is not possible, request a "Company Release Form" from the SPOT-ES Help Desk and the Help Desk will attempt to contact the previous company and get permission to release the person from the company. After the person is released, you can add the person and then search for this individual and create a deployment.

Scenario 5: Person with this SSN or FIN is affiliated with another company and does *not* have an open or active deployment
Use the **Add/Edit** link on the **SPOT** menu or the **Add/Edit a Person** link on the "Home" page to navigate to the "Add/Edit Person" page. Enter the person's information in the top section of the page and click the **Continue** button. The edit version of the "Add/Edit Person" page displays and all fields except the company fields are gray and disabled. A message indicates the person already exists in SPOT and is affiliated with a different company. If you get this message, SPOT gives you the option to answer questions to affiliate the person with your company and enable the lower sections of the page. Edit the person's information as necessary. If a U.S. Citizen, click the **Verify** button or **ReVerify** button to verify against DMDC. Click the **Save and Continue** button to save your changes and affiliate the person with your company. After the person is affiliated with your company, you can search for this individual on the "Home" page and then create a deployment.

Scenario 6: Person with this SSN or FIN is not affiliated with any company (has been released from former company)
Use the **Add/Edit** link on the **SPOT** menu or the **Add/Edit a Person** link on the "Home" page to navigate to the "Add/Edit Person" page. Enter the person's information in the top section of the page and click the **Continue** button. The edit version of the "Add/Edit Person" page displays and all fields except the company fields are gray and disabled. A message indicates the person already exists in SPOT and has been released from his/her company. If you get this message, SPOT gives you the option to answer questions to affiliate the person with your company and enable the lower sections of the page. Edit the person's information as necessary. If a U.S. Citizen, click the **Verify** button or **ReVerify** button to verify against DMDC. Click the **Save and Continue** button to save your changes and affiliate the person with your company. After the person is affiliated with your company, you can search for this individual on the "Home" page and then create a deployment.

Scenario 7: Searching for a Foreign Nation without entering a FIN
Use the **Add/Edit** link on the **SPOT** menu or the **Add/Edit a Person** link on the "Home" page to navigate to the "Add/Edit Person" page. Enter the person's information in the top section of the page but do not enter the FIN. SPOT

will allow a search on the "Add/Edit Person" page without entering a FIN so you can verify if the person is already in SPOT. Click the **Continue** button.

If the search matches existing data associated with your company (**First Name**, **Last Name**, **Date of Birth**, and **Sex**) and more than one record is found, a "Person Search Results" page displays to let you verify whether the person you are looking for already exists in SPOT.

If a person has multiple deployments that you have permission to view (for example, a previous deployment and a current deployment associated with your company), multiple records are listed on the "Person Search Results" page for this person, one for each deployment. The **Last Depl. Date** column displays the estimated deployment start date for each deployment and the **Deployment Status** column displays the status for each deployment record. Previous deployments for the same person that are closed will have the status "Not Deployed". The **Last Edit Date/Time** column will show the same date and time stamp for when a person with multiple records was last edited.
To verify if the Foreign National you are trying to add already exists in SPOT, click the **Name** link to go to the "View Person" page for that person. If there are multiple records for a person, the same "View Person" page is displayed no matter which link is clicked. If there is a current deployment, the current deployment information is displayed on the "View Person" page. To view a previous deployment associated with your company/organization, select the deployment dates from the **Select a Previous Deployments** drop-down list. To edit the person, click the **Edit Person** button to edit that person.
Tip: When you edit a Foreign National, if the **FIN** field is blank and gray and disabled, click the **Save and Continue** button to unlock the **FIN** field so you can enter a required value in this field.

For Government Authorities/Administrators:

- Scenarios 1 through 3 apply (if you have permission to view the person) when trying to add/edit a contractor or government/military person.
- For Scenario 7, if searching for contractor personnel, the search returns only persons with active deployments "Active" or "Active, Staged" status) in support of organizations associated with your Government Authority/Administrator role. The search results do ***not*** include contractors who have an open current deployment or do not have a current deployment.
- When you try to add a person for a contractor company, a message displays indicating that you must first verify that the company exists in SPOT before you can add a person. On the SPOT menu, use the **Search** link under "Company" to search for the company. If the company is not found, use the **Request** link under "Company" to request that a new company name be added to SPOT. After the company name is approved (or approved with changes/comments), you can add the contractor company person in SPOT.
- For government or military personnel, if a person with this SSN or FIN is ***not*** associated with your organization and does not have an open or active deployment, SPOT gives you the option to associate the person with your organization. The edit version of the "Add/Edit Person" page displays. All fields except the **Organization** field are gray and disabled and a message indicates you are trying to add or edit a person who is not associated with your organization. Select an organization to associate with the person. When an organization is selected, this enables other sections of the page.

Editing a Person in SPOT

1. I need to change the name of one of my company's employees in SPOT. What do I do?
2. An employee recently got married and I need to update their last name in SPOT. What do I do?
3. The last name of one of my company's employees is spelled incorrectly in SPOT. How can I fix it?

When adding U.S. Citizens, SPOT validates contractor identity by interfacing with the Defense Manpower Data Center (DMDC) Defense Enrollment Eligibility Reporting System (DEERS). A message indicates if you have to correct entries, the person or some person data could not be verified, or data was updated in SPOT to match DEERS. For verified person records, validated data fields are locked and not editable in SPOT. Foreign Nationals (FNs) are ***not*** validated.

If name changes and misspellings are needed, they must first be made in DEERS. To start the name change process, the employee must contact the DMDC Support Office at 1-800-538-9552 prior to contacting the SPOT-ES Help Desk. Once the employee has verified that his or her DEERS record has been properly updated, a SPOT Company Administrator can search for and edit the person in SPOT and use the **ReVerify** button to retrieve the updates from DEERS and bring them into SPOT. The following table identifies how data is updated in SPOT based on DMDC DEERS 1.) initial successful verification, 2.) verification by a nightly job that runs for up to 45 days after an unsuccessful initial verification, and 3.) reverification (**ReVerify** button):

Data Elements	DMDC DEERS Initial Verification and Nightly Job	DMDC DEERS Reverification
First Name	X	X
Middle Name	X	X
Last Name		X
Social Security Number (SSN)		X
Date of Birth		X
Sex*	X	X
Common Access Card (CAC) Expiration Date	X	X
DoD ID Number (EDIPI)	X	

***Sex:** Sex is updated in SPOT only if DMDC returns "M" or "F". DMDC must return a valid definition of the person's sex in order for SPOT to be updated.
Note: For government/military personnel, Pay Grade and Title are returned and stored in SPOT, but these values from DMDC do not currently display in the SPOT user interface.

Releasing a Person

Contractor company personnel in SPOT can work for only one employer company. However, either the employer or the prime Company Administrator can add a subcontractor employee to SPOT. When a prime Company Administrator adds a subcontractor employee, the person is assigned to a contract/task order to use for a deployment. This establishes a prime-subcontractor company relationship. In addition, a prime-subcontractor relationship can also be established when an authorized user role creates a deployment for a person against a contract/task order where the person's employer is a subcontractor company. When the associated deployment ends, the "View Person" page will still display the details of the just ended deployment contract/task order until the subcontractor is released or is deployed against a different contract/task order.

SPOT provides the options listed in the following table for releasing a person from a company or from a contract/task order when the person is a subcontractor who has a prime-subcontractor relationship.

Task	Release Option	Option Available for Role? (Y/N)		
		Prime Co Admin	Employer/Sub Co Admin	Gov't User
Manual Release (using **Release Person** button on "View Person" page)	Releases from company. Person is no longer assigned to employer (or prime company if applicable).	Y	Y	N
	Releases from contract/task order and prime-subcontractor relationship with prime company. Person is still assigned to employer.	Y	Y	N
	Releases and reassigns to contract/task order where logged in Company Administrator's company is prime and to selected subcontractor company. Depending on selections, this could be same employer or a different company.	Y	Y	N
Close Out Current Deployment and Release (No Staged Deployment)	Closes current active deployment and releases from company. Person is no longer assigned to employer (or prime company if applicable).	Y	Y	N
	Closes current active deployment and releases from contract/task order and prime-subcontractor relationship with prime company. Person is still assigned to employer.	Y	Y	N
Close Out Current Deployment and Release (Has Staged Deployment)	Closes current active deployment, cancels staged deployment, and releases from company. Person is no longer assigned to employer (or prime company if applicable).	Y	Y	N
	If contract/task order is the same for both the current and the staged deployment, closes current active deployment, cancels staged deployment, and releases from contract/task order and prime-subcontractor relationship with prime company. Person is still assigned to employer. If contact/task order is different for the current and the staged deployment, closes current active deployment, staged deployment converts to become current open deployment, and the prime-sub relationship is updated for the staged deployment's contract/task order.	Y	Y	N

Task	Release Option	Option Available for Role? (Y/N) Prime Co Admin	Employer/Sub Co Admin	Gov't User
Step 2 of Create Deployments/Request LOAs Workflow for Current (Regular) Deployment	For employer/subcontractor Company Administrator, if regular deployment contract/task order does not match currently assigned contract/task order, Green Circle with Tools ( ) icon appears. Continuing releases from assigned contract/task order and prime company if prime is not associated with this deployment. Person is still assigned to employer.	N	Y	N
	For prime or employer/subcontractor Company Administrator, if regular deployment contract/task order does not match currently assigned contract/task order, Green Circle with Tools ( ) icon appears. Continuing releases and reassigns to contract/task order that is associated with both prime and employer/subcontractor company. Maintains prime/subcontractor relationship.	Y	Y	N
	For Government Authority/Administrator, if regular deployment contract/task order does not match currently assigned contract/task order, Green Circle with Tools ( ) icon appears. Continuing releases and reassigns to contract/task order where employer is prime or subcontractor company.	N	N	Y
Step 2 of Create Deployments/Request LOAs Workflow for Staged Deployment (When Staged icon displays in Name column)	If staged deployment contract/task order does not match currently assigned contract/task order, Green Circle with Tools ( ) icon does ***not*** appear. Instead, Green Circle ( ) icon displays if staged deployment is ready to create. When staged deployment becomes current deployment, prime-subcontractor relationship is modified if the prime company and contract/task order for the deployment is different than the one associated with the person.	Y	Y	Y

SELECTING A CONTRACT/TASK ORDER (ACTIVE/EXPIRED/EXTENDED) FOR A DEPLOYMENT/LOA

1. **The contract I want does not appear in the list when I try to create a deployment/LOA.**
2. **I am trying to create a deployment/LOA, but I get an error message that says deployments may not be created using expired contracts/tasks orders.**
3. **I am trying to create a deployment/LOA, but I get an error message when I enter the contract number that says there are no active task orders.**
4. **I am trying to create a deployment/LOA, but I get an error message when I select a contract but not a task order.**
5. **My contract/task order was extended or the option was exercised, but SPOT will not let me enter a deployment for it.**
6. **My contract/task order was extended or the option was exercised. How do I change the period of performance (PoP) in SPOT?**

Answer to the questions above:
After you type at least three characters, SPOT displays contract numbers that match your entry and are available to select. If your contract number does not display as you start entering it, this could mean that:

- The contract number has not been entered into the SPOT application,
- The instance of your company that your account is affiliated with is not the same as the company associated with the contract and/or task order, or
- Contracts and task orders that have passed their period of performance (PoP) are not available for selection.

You may create deployments in SPOT for only active or pending contracts and tasks orders. However, expired contracts with active task orders will still be valid. Note that this pertains to deployment contracts and task orders, not additionally supported contracts or task orders.

If you select a template associated with an expired contract/task order, an error message appears when you click the **Continue** button to try to complete “Step 1” of the “Create Deployments/Request LOAs” workflow. To resolve this issue, select an active contract/task order for the deployment/LOA.

If you select an active contract with expired task orders, an error message displays when you enter the contract number. This is because if a contract has task orders, either active or expired, the deployment must be against a task order, not the contract. To resolve this issue, either create a new task order or extend an expired task order.

If the contract has task orders and you and do not specify a **Task Order Number**, you will see an error message when you click the **Continue** button to try to complete “Step 1”. This is because if a contract has task orders, either active or expired, the deployment must be against a task order, not the contract. To resolve this issue, you must select a task order for the deployment/LOA.

Contracts in SPOT should indicate the currently funded and approved contract PoP only. If a contract/task order was extended or an option was exercised, contact the Contracting Officer’s Representative (COR) to populate the latest funded extensions or option years in SPOT. After the contract/task order(s) are updated to extend the PoP, you can enter the deployment.

The deployment start date must fall within the referenced contract or task order PoP and the start date cannot be earlier than the current date.

If the deployment period is greater than one year, an error message will display when you click the **Continue** button on "Step 1". Ensure dates are in compliance with SPOT business rules and reflect only the funded portion of the contract/task order PoP. You must correct the dates to continue.

Adding/Updating Places of Performance, Countries to be Visited, and Duty Station

1. **Why aren't all countries available to select as countries to be visited for a deployment/LOA?**
2. **I am trying to search for a duty station country, but SPOT displays "No Matches".**
3. **I am trying to submit a new site, but SPOT displays "No Matches" when I try to search for the duty station country.**
4. **Why do I get an error message when I try to remove a country to be visited from the selected countries list?**
5. **I am trying to update a contract or task order. Why do I get an error message when I try to remove a country from the Places of Performance Selected Countries list?**
6. **When I use a template to create a deployment/LOA why don't the Countries to be Visited, Selected Countries, and Primary Deployed Duty Station fields populate the way they appear on the template?**
7. **I get an error message when I try to authorize, approve, or resubmit a recalled LOA. Why does this happen?**

Answer to the questions above:
New validations have been implemented in SPOT to ensure consistency between a contract/task order and deployments against the contract/task order. These validations apply when you create deployments/LOAs, update deployment information, enter the duty station check-in date, change the duty station, update a contract/task order that has an active or open deployment, and authorize, approve, or resubmit a recalled LOA. Messages have been added to "Step 1" of the "Create Deployments/Request LOAs" workflow to notify you about these restrictions. Online **Help** buttons ( ) have also been added to the relevant fields in the user interface.

These validations ensure that:

- Only countries that are places of performance for the specified contract (if the contract has no task orders) or task order are available to select as a country to be visited. The United States is also appended to this list.
- Duty station search results are available for only those countries selected as countries to be visited for the deployment (as well as the United States). If you try to search for a country that is not selected as a country to be visited, "No Matches" is displayed. The United States is an exception. The United States may be searched for and selected as a duty station country even if it is not selected as a country to be visited for the deployment or a place of performance on the contract/task order.
- When you search to change a duty station, if you type a **City** or **Site** in the "Duty Station Location" pop-up window and select a **Duty Station Location** that is not in the countries to be visited for the deployment (as well as the United States), an error message displays when you try to save to indicate the duty station country must be in the countries to be visited list.
- If the duty station country you want is not available to select, first update the deployment to include the country as a country to be visited. To update deployment information when an LOA has been requested, an authorized user may recall or revoke an LOA. If the in-theater arrival date has been populated, you will have to close the current deployment and request a new deployment and LOA, selecting the required duty station country as a country to be visited.
- You can submit new site requests for only those countries selected as countries to be visited for a contractor's deployment. If you try to search for Afghanistan (submitting new sites is no longer available) or a country that

is not selected as a country to be visited, “No Matches” is displayed. The United States is an exception and may always be searched for in the “Submit New Site” window.
- If you try to remove the duty station country from the selected countries to be visited, an error message will display and you cannot remove the country. The United States is an exception. If the United States is the duty station country, the United States can be removed from selected countries to be visited list. However, if no countries are selected, an error message will display because this is a required field.
- If you are updating a contract or task order and try to remove a country from the **Places of Performance Selected Countries** list that is also selected as a country to be visited for an open or active deployment, an error message will display and you cannot remove the country. The United States is an exception. However, there is no error message for the contract when the deployment is against the task order.

When a template is applied on “Step 1” of the “Create Deployments/Request LOAs” workflow (using either the **Search for Template** button on “Step 1” or the **Use Template for Depl/LOA** button on the “Manage Deployment Template” page):
- The **Countries to be Visited** list is populated with only the place of performance countries on the selected contract (if the deployment is against the contract) or task order (if the deployment is against the task order). The United States is also appended to this list.
- Countries selected on the template move to the **Selected Countries** list if they are place of performance countries on the selected contract or task order. Otherwise, this field will be blank.
- The duty station selected on the template populates in the **Primary Deployed Duty Station** field if this duty station country is in the **Selected Countries** list or the United States. Otherwise, this field will be blank.

CREATING AND SAVING DEPLOYMENT TEMPLATES

1. **The contract I want does not appear in the list when I try to create a template.**
2. **I am trying to save a deployment template, but I get an error message that says deployment start and end dates must fall with the contract/task order period of performance (PoP).**
3. **I am trying to save a deployment template, but I get an error message that says the deployment start date cannot be before today’s date.**

Answer to the questions above:
After you type at least three characters, SPOT displays contract numbers that match your entry and are available to select. You may create templates for only active or pending contracts and tasks orders. Contracts and task orders that have passed their period of performance (PoP) are not available for selection when you create a template. However, expired contracts with active task orders are still available.

When you save a template, the deployment start date must fall within the referenced contract or task order PoP and the start date cannot be earlier than the current date If you enter invalid deployment dates, an error message appears and you cannot save the template until you enter valid dates for the deployment.

If the deployment period is greater than one year, an error message will appear when you save. Ensure dates are in compliance with SPOT business rules and reflect only the funded portion of the contract/task order PoP.

Entering Deployment Dates and Preventing Overlapping Deployments

1. **SPOT no longer lets me back date a deployment. Why?**
2. **My deployed person is already in-theater, but SPOT does not let me create a deployment for the date he deployed. Why?**
3. **I am modifying and resubmitting an LOA, but SPOT does not let me enter the contractor's original deployment date. Why?**
4. **I am closing out a deployment and the contractor is staying in-theater. Why can't I enter the same date for the previous deployment end date and the new deployment start date?**
5. **When I click Continue on Step 1 of the create deployments/request LOAs workflow, I get an error message that says deployment start and end dates must fall with the contract/task order period of performance (PoP). Why?**
6. **When I click Continue on Step 1 of the create deployments/request LOAs workflow, I get an error message that says the deployment start date cannot be before today's date. Why?**
7. **When I hover over the Red Octagon ( ) status indicator in Step 2 of the deployments/request LOAs workflow, I see the message "Creates an overlapping deployment" Why?**

Answer to the questions above:

Deployment date validations have been implemented in SPOT to:

- Ensure that SPOT reflects the actual deployment activity, and
- Prevent overlapping deployments, where the start date for a new deployment occurs before the end of a prior closed deployment.

These validations mean that the deployment start date must fall within the referenced contract or task order's period of performance and the start date cannot be earlier than the current date when you create the deployment. If a deployment start date is in the past (that is earlier than today's date), an error message appears when you try to create a deployment/LOA, update deployment information, or authorize, approve, or resubmit a recalled LOA. You cannot proceed until you enter valid dates for the deployment.

If the deployment period is greater than one year, an error message will appear when you save. Ensure dates are in compliance with SPOT business rules and reflect only the funded portion of the contract/task order PoP.

When you reach Step 2 of the deployments/request LOAs workflow, a Red Octagon ( ) status indicator appears for the person if the request is for a current deployment that overlaps a previously closed deployment or for a staged deployment that overlaps the current deployment. No overlapping deployments are allowed and you cannot enter an estimated deployment start date in the past.

To request a new current deployment, the estimated start date must be at least one day ***after*** the close date of the previous closed deployment. To request a new staged deployment, the estimated start date must be at least one day ***after*** the estimated end date of the current deployment.

I get an error message when I try to update deployment information or authorize, approve, or resubmit a recalled LOA. Why does this happen?

If a new deployment overlaps with a previously closed deployment, an error message appears when you try to update deployment information or authorize, approve, or resubmit a recalled LOA. You cannot proceed until you enter valid dates. The estimated start date of a new deployment must be after the actual end date of all previously closed deployments.

If the person has a staged deployment and the updated dates for the current deployment either overlap the staged deployment or are after the staged deployment, an error message displays and you cannot proceed until you enter a valid date for the current deployment.

ENTERING IN-THEATER ARRIVAL DATES (ITADS)

How is the in-theater arrival date (ITAD) entered in SPOT?

It is the company's responsibility to enter the ITAD or validate that the ITAD is populated correctly for the company's own employees or employees of a subcontractor company associated with the company's contract/task order. There are four methods for entering the ITAD for the current deployment:

1. A Company Administrator (or other authorized user such as a Government Authority/Administrator) manually enters an ITAD individually for a person's current deployment.
2. A Company Administrator uses the bulk process to manually enter ITADs for one or more persons at the same time for their current deployment. Bulk ITAD entry is not available for other roles.
3. A Company Administrator (or other authorized user such as the Government Authority/Administrator) manually enters the duty station check-in date, and if the ITAD is ***not*** recorded in SPOT, SPOT automatically populates the ITAD with the duty station check-in date.
4. If the ITAD is ***not*** recorded in SPOT and a person scans a Common Access Card (CAC) or a SPOT generated Letter of Authorization (LOA) for the current deployment or a previous deployment at a Joint Asset Movement Management System (JAMMS) terminal in-theater (i.e., OCONUS), once the scans have been uploaded via the JAMMS upload process, SPOT compares the date of the scan to the deployment start date. If the scan date is on or after the estimated deployment start date but ***not*** after the estimated deployment end date, SPOT automatically populates the ITAD with the date of the scan, as long as the deployment has not been cancelled or closed. JAMMS terminals are located at various locations within an Area of Responsibility (AOR), such as Aerial Port of Debarkation (APODs) and Dining Facilities (DFACs).
   Warning: A JAMMS scan before the SPOT estimated deployment start date ***or*** after the estimated deployment end date does ***not*** populate the ITAD.
   Notes:
   - For a CAC scan to populate the ITAD, the person record in SPOT must be DMDC verified in order for the scan to associate with the person record via the DoD ID.
   - The same date validation rules for manually populating an ITAD also apply for populating an ITAD automatically. For details, see the next set of questions.

Once the ITAD is entered through any of the above means, the person's current deployment becomes an active deployment and the current deployment status is changed from "Open" to "Active".

Note: An email is sent to the contract assigned SPOT Contracting Officer, Government Authority, and Company Administrator if the ITAD is not entered in SPOT within 15 days after the current deployment estimated start date.

Warning: SPOT will automatically cancel an open current deployment and cancel an associated LOA if:

- The deployment is open 30 days past its estimated deployment start date, or
- The deployment has not passed 30 days from the estimated deployment start date when the estimated deployment end date has passed.

An open current deployment is one that does ***not*** have an ITAD entered in SPOT. Authorized users receive an advance notice email before a deployment/LOA is automatically cancelled and a completed action email after a deployment/LOA is cancelled. To avoid unintended cancellation of open deployments by the automatic process, always enter the ITAD within 30 days of the estimated deployment start date. After an ITAD is entered, the deployment becomes active.

1. **Why can't I enter a future date as the ITAD?**
2. **My deployed person has been in-theater for over two months, but SPOT does not let me enter the date he arrived in-theater.**
3. **I am closing out a deployment and the contractor is staying in-theater. Why can't I enter the same date for the previous deployment end date and the ITAD?**
4. **When I try to enter or validate/update an ITAD, I get an error message. Why does this happen?**

Answer to the questions above:
ITAD validations have been implemented in SPOT to:
- Ensure that SPOT reflects the actual deployment activity, and
- Prevent overlapping deployments, where the start date for a new deployment occurs before the end of a prior closed deployment.

These validations mean that when you manually enter or change the ITAD, the following restrictions apply:
- You cannot enter future dates (dates later than the current date); you must enter the date that truly reflects the person's in-theater arrival per the SPOT business rules.
  Note: If a person is currently in theater on a previous deployment, the new ITAD is the first day of the new deployment.
- The ITAD may or may not be the same as the duty station check-in date, but it cannot be after the duty station check-in date.
- The ITAD cannot be more than 30 days (including the 30th day) before the estimated deployment start date. For example, if the estimated deployment start date is November 30, the ITAD can be from November 1 to November 30.
- The ITAD cannot be outside the estimated deployment start and end dates.
- The ITAD cannot overlap with a previously closed deployment. The ITAD must be after the actual end date of all previously closed deployments.

For example, if you are closing out a deployment on Friday, the next deployment starts on Monday, and your person is remaining in-theater, then the earliest ITAD you can enter is Saturday. This is because it is after the close date of the previous deployment but within 30 days of the next deployment's estimated start date.

Can I enter ITADs for more than one person at the same time?
A Company Administrator has a bulk update process available to manually enter the ITAD for one or more persons at the same time for their current deployment. Bulk ITAD update is not available for other roles.

To access the bulk ITAD update process, from the SPOT menu bar, hover the cursor over **SPOT** and a drop-down menu will display. Under "Deployments/LOAs", click the **Bulk Deployment Updates** link. The "Bulk Updates Selection" filter page will display. From the **Bulk Deployment Update** drop-down list, select **Set In Theater Arrival Date** as the type of bulk update. Continue to enter the required data to search for a contract/task order and apply the ITAD to one or more persons.

VALIDATING AUTOMATICALLY POPULATED IN-THEATER ARRIVAL DATES (ITADS)

When I try to enter or validate/update an ITAD, I get an error message. Why does this happen?
If the ITAD is not recorded in SPOT for the current deployment, and a CAC or LOA for the current deployment or a previous deployment is scanned at a JAMMS location in-theater (i.e., OCONUS) on or after the SPOT estimated deployment start date but ***not*** after SPOT estimated deployment end date, SPOT automatically populates the ITAD with the date of the JAMMS scan, as long as the deployment has not been cancelled or closed. However, in the past, the JAMMS upload process may have caused an overlapping deployment of up to 14 days if the automatically populated ITAD was before the actual end date of all previously closed deployments. This exception will appear on reports that contain deployment and JAMMS scan information. You can correct an overlapping deployment when you validate the ITAD.
Notes:

- For a CAC scan to populate the ITAD, the person record in SPOT must be DMDC verified in order for the scan to associate with the person record via the DoD ID. A JAMMS scan cannot set an ITAD for a staged deployment. An active staged deployment is not allowed.
- The same date validation rules for manually populating an ITAD also apply for populating an ITAD automatically. For details, see the previous section.

Warning: To avoid unintended cancellation of open deployments by an automatic process, the ITAD must be entered within 30 days of the estimated deployment start date.

ENTERING DUTY STATION CHECK-IN DATES

1. **Why can't I enter a future date as the duty station check-in date?**
2. **My deployed person has been at the duty station for over two months, but SPOT does not let me enter the date he arrived. Why?**
3. **I am closing out a deployment and the contractor is staying in-theater. Why can't I enter the same date for the previous deployment end date and the duty station check-in date?**
4. **When I try to enter or update a duty station check-in-date, I get an error message. Why does this happen?**

Answer to the questions above:
On the "Update Deployment Duty Station" page for the current deployment, select the **Duty Station Check-In** radio button so the **Date Arrived** field displays. Enter the check-in date and update the duty station information if necessary.

Duty station check-in date validations have been implemented in SPOT to:

- Ensure that SPOT reflects the actual deployment activity, and
- Prevent overlapping deployments, where the start date for a new deployment occurs before the end of a prior closed deployment.

These validations mean that:

- You cannot enter future dates (dates later than the current date); you must enter the date that truly reflects the person's duty station check-in.
- The duty station check-in date can be the same as or later than the in-theater arrival date (ITAD). You cannot enter a date that is earlier than the ITAD.
- If the duty station check-in date or ITAD overlap with a previously closed deployment, an error message appears and you cannot proceed until you enter a valid date. The duty station check-in date and ITAD must be after the actual end date of all previously closed deployments.

Can I enter duty station check-in dates for more than one person at the same time?
A Company Administrator has a bulk update process to check in one or more persons at the same time for their current deployment. Bulk duty station check-in is not available for other roles.

To access the bulk duty station update process, from the SPOT menu bar, hover the cursor over **SPOT** and a drop-down menu will display. Under “Deployments/LOAs”, click the **Bulk Deployment Updates** link. The “Bulk Updates Selection” filter page will display. From the **Bulk Deployment Update** drop-down list, select **Set Duty Station Check-in Date** as the type of bulk update. Continue to enter the required data to search for a contract/task order and apply the check-in date and operation name to one or more persons.

Note: The bulk check-in feature does ***not*** include the ability to change the duty station location. If a duty station location change is required, use bulk duty station location update process or the individual duty station change or check-in process.

CHANGING DUTY STATION OR OPERATION

How can I change a duty station or operation for a person’s current deployment without entering a check-in date?
On the person’s “View Person” page, select **Change Deployment Duty Station** from the **Deployment Actions** drop-down list. The “Update Deployment Duty Station” page will display for the current deployment. Select the **Update Duty Station** radio button so the **Date Arrived** field does ***not*** display. Update the duty station and operation fields as necessary and click the **Save and Exit** button.

Can I change the duty station location and operation for more than one person at the same time?
A Company Administrator has a bulk update process to change the duty station location and operation for one or more persons at the same time for their current deployment. Bulk duty station update is not available for other roles.

To access the bulk duty station update process, from the SPOT menu bar, hover the cursor over **SPOT** and a drop-down menu will display. Under “Deployments/LOAs”, click the **Bulk Deployment Updates** link. The “Bulk Updates Selection” filter page will display. From the **Bulk Deployment Update** drop-down list, select **Update Duty Station Location** as the type of bulk update. Continue to enter the required data to search for a contract/task order and apply the duty station location and operation name to one or more persons.

COMPLETING MEDICAL INSURANCE REQUIREMENTS IN SPOT (CURRENTLY USSOUTHCOM COUNTRIES)

What do I have to do to enter deployments to a country that requires medical insurance information in SPOT?
Deployments to countries in specified Combatant Commands (CCMDs) (currently only USSOUTHCOM countries) require that medical insurance information must be completed for each contractor to deploy. In the “Create Deployments/Request LOAs” workflow, the following is required:

- On Step 1 of the workflow, select a country to be visited that requires medical insurance information in SPOT.
- On Step 2 of the workflow, click the red “**X**” (✖) or green check mark (✔) in the **Medical Ins** column to enter or update medical insurance information for each contractor to deploy. The “Medical Insurance Page” will display. Answer the global health insurance question on this page. Click **Save and Exit**.

What do I have to do in SPOT when a non-medical insurance deployment changes to a medical insurance deployment?

If you update deployment information for a contractor and you add or change to a country that requires medical insurance information in SPOT, you will be prompted to complete medical insurance requirements.

Where can I view medical insurance information that was entered in SPOT?
To see medical insurance information:

- For authorized users, display the SPOT "View Person" page for the contractor employee. In the "Deployment" section, click the **Global Health Ins w/Emer Evac Rider** link.
- For the SPOT Company Administrator role or SPOT Administrator role, run the SPOT Operations Visibility Report.

Completing SOFA Requirements in SPOT (Currently Japan)

What do I have to do to enter deployments to a country that requires SOFA information in SPOT?
When a Status of Forces Agreement (SOFA) is in place that requires SOFA information in SPOT (currently Japan), deployments must have LOAs, deployment periods cannot be greater than one year, and SOFA requirements must be completed for each contractor to deploy. In the "Create Deployments/Request LOAs" workflow, the following is required:

- On Step 1 of the workflow:
    - Select a SOFA country to be visited and/or a primary duty station in a SOFA country.
    - From the **Current Task** drop-down list, select **Create Deployments and Request LOAs** (for Company Administrators) or **Create Deployments and Request LOAs for Contractors** (for government roles).
    - Enter a **Deployment Start Date** and **Deployment End Date** for a deployment period of one year or less.
- On Step 2 of the workflow, click the red "**X**" (✘) or green check mark (✔) in the **SOFA** column to enter or update SOFA requirements for each contractor to deploy. The "SOFA Page" will display. Answer all questions on the "SOFA Page". If you indicate qualified dependents will accompany the deployed person, enter required information for each dependent. Click **Save and Exit**.

What do I have to do in SPOT when a non-SOFA deployment changes to a SOFA deployment?
If a contractor does not have an LOA, you must cancel or close the current deployment and create a new deployment and request an LOA.

If a contractor has an LOA and you change the duty station for the current deployment from a non-SOFA country to a country that requires SOFA information in SPOT, SPOT will prompt you to complete SOFA requirements. Similarly, if you update deployment information for a contractor with an LOA that is not active (LOA status is "Recalled", "Denied", or "Revoked") and you add or change to a country that requires SOFA information in SPOT, you will also be prompted to complete SOFA requirements.

Where can I view SOFA information that was entered in SPOT?
For deployments that require SOFA information in SPOT, the SOFA questions and responses are printed at the top of the "LOA REMARKS" section on the second page of the LOA. The number of qualified dependents prints on the LOA, not the dependent information that was entered in SPOT. To see SOFA information and dependent details:

- For authorized users, display the SPOT "View Person" page for the contractor employee. In the "Deployment" section, click the **SOFA** link or click the **Eligibility Requirements** link and continue to the "7. SOFA" tab.
- For the SPOT Company Administrator role or SPOT Administrator role, run the SPOT Status of Forces Agreement (SOFA) Report.

- For authorized users viewing a single LOA in SPOT, see the "Full LOA Remarks on LOA Page" section on the "LOA Details" page to view the SOFA questions and responses that will print on the LOA. This section allows the Government Authority (GA) role (during authorization) and Contracting Officer (KO) role (during approval) to see the SOFA questions and responses entered when the deployment/LOA was requested or updated in SPOT (up until the LOA is approved by the KO). After entering additional remarks to print on the LOA, click the **Refresh Full LOA Remarks** link Refresh Full LOA Remarks or the **Refresh** button . Remarks are appended to previous remarks in the "Full LOA Remarks on LOA Page" section, up to the maximum field length (currently 2,500 characters). Remarks that exceed this length will be truncated.
- For the GA role (during bulk authorization) and KO role (during bulk approval), click the **VIEW** link in the **Remarks/Comments** column on the SPOT "Bulk LOA Processing" page to view details for a person. A read-only scrollable "LOA SOFA Remarks" box will display on the left side of the page to display the SOFA questions and responses entered when the deployment/LOA was requested or updated in SPOT (up until the LOA is approved by the KO).
- If you are a government user and you have a TOPSS account, run the TOPSS OPL-23 SOFA Operations Visibility Report.

Affirming Deployment Information (Afghanistan)

What must I do to affirm that the deployment information in SPOT is correct for duty stations in Afghanistan?
For deployments where the deployment duty station country is Afghanistan, every 30 days, you must click the checkbox at the bottom of the "Deployment Information" section to affirm that the current deployment information is accurate, especially Primary Duty Station Site, City, and Country, Person Status, Duty Station Arrival Date, In Theater Arrival Date, 24/7 Company Point of Contact (POC), Government POC, and In-Theater POC. Update information as required prior to clicking the checkbox. For prior verifications, the latest date verified is saved and displayed. The checkbox is reset to blank for the next verification.

Where can I view affirmation information?
For the SPOT Company Administrator role or SPOT Administrator role, run the OCSIC Affirmation Report to view date and point of contact information for the person who last affirmed that the current deployment information is accurate.

Cancelling a Current Deployment

How do I cancel a current deployment?
The cancel deployment option is only available if there is not an active LOA (LOA status is "Request Pending", "Denied", "Recalled", "Revoked", or an LOA was ***not*** requested) and the in-theater arrival date (ITAD) is ***not*** populated. The cancel deployment option is ***not*** available if the ITAD is populated or the LOA status is "Government Authorized", "Pending Signed," or "KO Approved". Cancel the current deployment only if the person was never in-theater, so maintaining the deployment history is not necessary.

To cancel a current deployment, go to the "View Person" page. Select the **Cancel Deployment** option from the **Deployment Actions** drop-down list and click the **Go** button. If an LOA is associated with the deployment, SPOT will display a warning message: "The cancellation of this deployment will result in automatic cancellation of the associated LOA." Enter the reason the deployment is being cancelled and click the **Continue** button. Click the **Cancel Deployment** button. After a deployment is cancelled, the associated LOA is cancelled.

If a staged deployment existed before cancelling the current deployment, the staged deployment is converted automatically to become the current open deployment and the LOA status for this deployment changes from “Request Pending –Staged” to “Request Pending”. An email notification is sent to the assigned Government Authority to let him/her know there is an LOA request to review and authorize. If you do ***not*** want a staged deployment to convert automatically to become the current deployment, then cancel the staged deployment before you cancel the current deployment.

If there was ***not*** a staged deployment before cancelling the current deployment, the deployment status changes from “Open” to “Not Deployed”.

Cancelling a Staged Deployment

How do I cancel a staged deployment?
To cancel a staged deployment, go to the “View Person” page. To display the staged deployment, click the **View Staged Deployment** button. Select the **Cancel Deployment - Staged** option from the **Deployment Actions** drop-down list and click the **Go** button. Because an LOA is associated with a staged deployment, SPOT will display a warning message: “The cancellation of this deployment will result in automatic cancellation of the associated LOA.” Enter the reason the deployment is being cancelled and click the **Continue** button. Click the **Cancel Staged Deployment** button. The staged deployment is cancelled and the “View Person” page for the current deployment will display. The **Deployment Status** field no longer has “STAGED” as part of the status and the **View Staged Deployment** button no longer displays on this page.

Closing Current Deployment

How do I close the current deployment?
Close the current deployment after the person has left the Area of Responsibility (AOR). No further edits can be made to the deployment once it is closed out. You must enter an in-theater arrival date (ITAD) before you can close out a deployment.

To close out a current deployment, click the **Closeout Deployment** link on the “View Person” page. If an LOA is associated with the deployment, SPOT will display a warning message: “The closeout of this deployment will result in automatic expiration of the associated LOA.” Answer all questions as necessary.

- If you indicate that the terms of the deployment have not been fulfilled, you are prompted to answer additional questions.
- **Person Status** and **Person Status Effective Date** are required. If the person is remaining active, select **Active**. The effective date must be the current date or a prior date. It cannot be a future date.
- If the person is remaining in theater, select **Remain in Theater** for the **Method of Transportation**.
- For the departure date, enter the date when the person left the AOR. The departure date should be the current date or a prior date. It cannot be a future date.
- Company Administrators also have the option to release a person when closing a deployment:
    - **Release from company –** Select the **No** radio button if you want to maintain the company relationship and intend to resubmit the deployment and LOA request. Select the **Yes** radio button to release the person from his/her company so the person becomes available in SPOT for a new employer. If you select **Yes** and there is a staged deployment, a warning message also displays to indicate your staged deployment will be cancelled.

- **Release from contract/task order –** This question is available only if the person whose deployment is being closed is a subcontractor employee who has a prime-subcontractor relationship with the prime company. Select the **No** radio button if you want to maintain the current prime-subcontractor relationship and intend to resubmit the deployment and LOA request. Select the **Yes** radio button to release the person from the assigned contract/task order and the prime-subcontractor relationship with the prime company. The person is still assigned to the employer. This allows the person to work on another contract/task order for the employer.

When finished, click **Save & Continue**. SPOT displays a warning message to indicate you have entered the actual departure date and continuing will close out this deployment. If there is an associated LOA, a message also indicates the LOA will be expired. You have the option to click the **Cancel** button or click the **Closeout Deployment** button to continue to close the deployment. If there is a staged deployment and release from company was selected, a warning message also displays to indicate your staged deployment will be cancelled.

- If the person has a staged deployment and was ***not*** released from the company or was released from a different contract/task order than the staged deployment, the staged deployment automatically converts to become the current deployment. The person's deployment status changes to "OPEN" (from "OPEN, STAGED" or "ACTIVE, STAGED". If the person is a subcontractor, the "Person Data" section at the top of the "View Person" page displays the prime-subcontractor relationship for the converted deployment (prime company and contract/task order) instead of the previous deployment.
- If you do ***not*** want a staged deployment to convert automatically to become the current deployment, then cancel the staged deployment before you close the current deployment.
- When a staged deployment converts to become the current deployment, the LOA status changes to "Request Pending" (from "Request Pending –Staged") and an email notification is sent to the assigned Government Authority to let him/her know there is an LOA request to review and authorize.
- If the person does not have a staged deployment, the person's deployment status changes to "Not Deployed" and the "View Person" page indicates there are no current deployments. The **Create New Deployment** button is available to create another deployment, unless the person was released from his/her company. Previous deployments associated with your company or organization are listed in the **Select a Previous Deployment** drop-down list.

AUTOMATICALLY CANCELLING OR CLOSING A CURRENT DEPLOYMENT

How do the automatic processes work to cancel and close deployments?

To ensure data quality in SPOT, automated processes are run daily on a scheduled basis. These processes will close or cancel appropriate deployments and correspondingly set the status of associated LOAs.

- If a current deployment is open 30 days past its estimated deployment start date, SPOT will automatically cancel the deployment and cancel an associated LOA. An open current deployment is one that does ***not*** have an ITAD entered in SPOT. To avoid unintended cancellation of open deployments by the automatic process, always enter the ITAD within 30 days of the estimated deployment start date. After an ITAD is entered, the deployment becomes active.
- If an open current deployment's estimated deployment end date has passed and an ITAD was not populated, SPOT will automatically cancel the deployment and cancel an associated LOA. This will apply to short

deployments that have not passed 30 days from the estimated deployment start date when the estimated deployment end date has passed.

- If an active current deployment's estimated deployment end date has passed, SPOT will close the deployment and set the LOA's status to "Expired" for any associated LOAs that are not already "Revoked" or "Denied". An active current deployment is recognized in SPOT as a deployment record that has an ITAD and estimated deployment end date is still in the future.
- If a current deployment is manually closed in SPOT, the system will automatically make the associated LOA "Expired", provided the LOA has not been "Revoked" or "Denied".
- If an LOA is manually "Revoked" in SPOT, the system will wait 72 hours for a new LOA to be requested for the associated current deployment. (This means that during the 72 hours, you can still request a staged deployment.) If no such LOA is requested for the current deployment, SPOT will close the current deployment if it is active or cancel the current deployment if it is open. The LOA will remain in a "Revoked" status. If there is a staged deployment, it automatically becomes the current deployment.
- If an LOA is denied, SPOT will cancel the current deployment. The LOA will remain in a "Denied" status.
- When a current deployment is manually or automatically cancelled or closed (not including a manual close and release from the company or from the same contract/task order as the staged deployment), the staged deployment is converted automatically to become the current deployment. The person's deployment status changes to "OPEN" (from "OPEN, STAGED" or "ACTIVE, STAGED". If the person is a subcontractor, the "Person Data" section at the top of the "View Person" page displays the prime-subcontractor relationship for the converted deployment (prime company and contract/task order) instead of the previous deployment. The LOA status changes to "Request Pending" (from "Request Pending –Staged") and an email notification is sent to the assigned Government Authority to let him/her know there is an LOA request to review and authorize.

Authorized users will receive relevant advance notice emails before an action occurs and completed action emails that notify them when these processes are executed.