

Army Civilian Personnel Advisory Center (CPAC) Guide to Avoid and Report Pay Problems

<u>Action</u>	<u>Description</u>
1. <u>Train, assist, and advise managers and employees in the Guides to Avoid Pay Problems</u>	1. Inform managers of the existence of the Manager's Guide to Avoid Pay Problems and the Employee's Guide to Avoid Pay Problems and train them on their responsibilities. 2. Train managers in the use of the Army Civilian Personnel On-Line Helpdesk to monitor suspenses that impact pay. 3. Inform the employees of the existence of the Employee's Guide to Avoid Pay Problems and provide training on their responsibilities. Training includes: how to report a pay problem and to whom; how to update benefit information, how to complete the Foreign Allowance Application, Grant and Reports (SF1190) for Foreign Entitlements, and explanation of pay caps and FLSA impact of OCONUS TDY.
2. <u>Provide pay issue resolution information to employees</u>	1. During in-processing of new employees, explain the duties of the Customer Service Representative (CSR) and timekeepers and provide them with a copy of the Employee's Guide to Avoid Pay Problems and the Decision Logic Table to Report Pay Problems. 2. Ensure that new employees know to provide their direct deposit information and address, and their last Leave and Earning Statement (LES) to the CSR quickly to ensure timely payment. 3. Ensure employees know who to contact for each area of pay problem (i.e., timekeeper, CSR, CPAC, or supervisor).
3. <u>Ensure that CSR has CPAC POCs</u>	1. Provide CPAC Point of Contact (POC) names, phone numbers, and email addresses to all Customer Service Representatives (CSRs) that provide service to the population serviced by the CPAC.
4. <u>Assist CSR in pay problem resolution</u>	1. Assist the CSR in determining if the pay problem is a personnel issue. 2. Ensure the CSR knows how to report a pay problem to the CPAC if it was caused by a personnel action(s). 3. Notify CSR of pay problems that were caused by a personnel action.
5. <u>Forward paperwork for new hires</u>	1. Forward all paperwork for new hires as soon as possible to ensure that the servicing Civilian Personnel Operations Center (CPOC) receives it NLT the Wednesday of the first week of the pay period. This will ensure that the accession personnel action can be processed quickly and the employee paid in a timely manner.

	<p>Note: Advise employees who start work during the second week of the pay period that they may not get paid until they receive their pay check for the first full pay period that they work. If this occurs, the pay for their first few days of work will be included in their first full pay period of work.</p> <p>NOTE: Special Payments are off-cycle manually calculated payments for employees whose personnel action or timekeeping was not processed in time to update the payroll system before the electronic pay check processing for the pay period. These payments are costly and work intensive for the DFAS pay technicians. CSRs request Special payments via an ARS Remedy ticket.</p> <p>2. Forward all paperwork for new hires that is required by the CSR to the CSR as soon as possible.</p>
<p><u>6. Monitor Civilian Personnel On-line Helpdesk for manager use</u></p>	<p>1. Regularly monitor Civilian Personnel On-line Helpdesk Suspenses to determine which managers are not timely in submitting Request for Personnel Actions (RPAs) for expiration actions impacting pay prior to the Not-to-exceed (NTE) dates.</p> <p>Path in Helpdesk to the referenced tickets: <i>Ticket Options="Suspense"</i> <i>Group Options="Ticket Sub Type"</i> <i>Choose <Search></i></p> <p>See list below for specific Suspense issues to monitor.</p> <p>a) Appointment expires b) LWOP expires c) Temp Promotion expires d) Temporary Reassignment expires</p> <p>2. Monitor Helpdesk Quality Control Errors to determine which managers have not submitted RPAs for expiration actions impacting pay prior to the NTE dates: Note: CPOCs are also monitoring these errors. A manager may have submitted an action, but it is pending CPOC processing. See Employee Data for NPA/RPA History to see pending RPAs.</p> <p>Path to Helpdesk Quality Control Errors: <i>Ticket Options="QC Errors"</i> <i>View Options="Ticket Report Open"</i> <i>Group Options="Ticket Sub Type"</i> <i>Choose <Search></i></p> <p>See list below for specific Quality Errors to monitor: Suspenses Past Due Errors:</p> <ul style="list-style-type: none"> • (Pay) LWOP Expired • (Pay) Temp Appointment Expired

	<ul style="list-style-type: none"> • (Pay) Temporary Promotion Expired • (Pay) Temporary Reassignment Expired • (Pay) Term Appointment Expired <p>3. Coach managers who repeatedly miss suspenses to ensure understanding of the pay problems caused by missed suspenses.</p>
<p>7. <u>Report Pay Problems to CPOC or CSR</u></p>	<p>Ensure that all pay problems are reported to the appropriate action office depending on whether the problem requires Defense Finance and Accounting Service (DFAS) or personnel action.</p> <p>a) Use the Army Civilian Personnel On-Line Pay Helpdesk Problem Reporting Tool (PPRT) to report problems to the CPOC. Pay Problems should be entered in the PPRT within two work days of receipt of the problem. Note: The CPAC should call the servicing CPOC POC for issues arising in the current pay period. If the resolution is not acceptable or there is no response, elevate the issue through the CPOC chain of command. After a pay problem is reported to the CPOC, elevate the problem to the next level if no response is received after two weeks from the day the CPOC receives the pay problem ticket.</p> <p>b) If a timekeeping problem is reported to the CPAC, forward the issue to the CSR who will report problems involving timekeeping and leave to the timekeeper or to DFAS via the Action Request System (ARS) automated system.</p>
<p>8. <u>Notify managers and employees of known pay issues</u></p>	<p>Notify managers and employees when a personnel action will cause a pay issue (e.g. debt to the employee, overpayment or underpayment). NOTE: this information normally comes from the CPOC. The employees should be notified before the debt appears on their Leave and Earnings Statement.</p>
<p>9. <u>Monitor DeFacto payments</u></p>	<p>If an employee starts working before an official entrance on duty effective date or continues working after an official termination effective date, the employee may be eligible for a salary payment, but can lose their benefits for the time worked without an approved personnel action. This is called a DeFacto payment. Managers will notify the CPAC of all DeFacto payment requests so that the cause of the request can be identified. CPACs will work with CPOCs to identify the cause of the DeFacto payment request. CPACs will identify training needs to avoid future DeFacto situations, and explain the impact of DeFacto payments to the employee.</p>