EMAIL TEMPLATE FOR OUT-OF-RANGE TRANSACTIONS

**Introduction**

Pay transactions with effective dates more than 24 pay periods in the past (approximately a year) require special handling.

**In Range**

If a transaction is **In Range**, the entire affected period is within 24 pay periods or one year.

For instance…if BAH was started for the wrong BAH Quarter Status (like it was started with the without dependents rate instead of the with dependents rate or vice versa) when the member checked in 2 months ago, that correction would be considered **In Range**. Follow the BAH guide to make the change and the system will automatically correct the appropriate calendars and either create a debt or credit the member.

**Out of Range**

If a transaction is **Out of Range**, the affected period includes dates older than 24 pay periods or one year. **ALL Out of Range transactions that need a pay adjustment require a PPC Customer Care ticket (Note:  Do not submit a ticket if there is no pay adjustment needed. For example, a BAH zip code is being corrected from 66684 to 66683, and there is no change in monthly BAH amount the member received. No pay adjustment, do not submit a ticket.).**

For instance…if a member divorced over a year ago and had no other dependents and just told their SPO about it (that never happens, right?), that correction would be considered **Out of Range**. Follow the BAH guide to make the change and the system will correct the most recent 24 pay calendars but a PPC Customer Care ticket must be submitted so all earlier calendars can be manually adjusted by PPC-MAS. The guide specifically tells the user to take screen shots of what the member currently has before making any changes so they can be attached to the trouble ticket. This will assist the pay techs in MAS when they are making their manual adjustments. This is especially critical when you have to delete rows of any kind. Once those deletions are approved by a SPO auditor, they are gone forever. So please remember to include those screen shots with your tickets.

**Procedure for Out of Range Transactions**

When a SPO enters a pay related transaction with any effective dates that are older than one year (more than 24 pay calendars in the past), Direct Access will not process that transaction - This is defined as an "**out of range transaction**". The SPO must follow these steps:

1. Enter the transaction into Direct Access;
2. Approve the transaction in Direct Access;
3. If the transaction requires a pay adjustment, submit a ticket to PPC Customer Care with a description and the following information (Note: You can use this Outlook template above to launch an email ticket):

1. Member rank and name:

2. Member employee ID:

3. Name of entitlement(s):

4. Effective date(s) entered:

5. Name and EMPLID of the SPO Auditor:

6. Reason the transaction was submitted out-of-range:

7. Screen shots of any deleted rows:

8. Transaction details:

9. The date when the transaction was approved:

10. Detailed pay adjustment needed: (Reminder: If there's no pay adjustment necessary, a ticket isn't necessary). Include **CG-2036,**Career Sea Pay Premium Worksheet or Special Duty Pay requires CG-2044, Special Duty Pay Worksheet if applicable.