

E-Mail ALSPO A/19

Subj: HUMAN RESOURCE (HR) QUALITY ASSURANCE (QA) TOOLS

Ref: (a) Coast Guard Pay Manual, COMDTINST M7220.29 (series)
(b) Personnel & Pay Procedures Manual, PPCINST M1000.2 (series)

Introduction This ALSPO implements the use of the HR QA tools by Servicing Personnel Offices (SPO). In accordance with reference (a), Pay and Personnel Center (PPC) and SPOs are required to ensure pay and personnel transactions are submitted accurately and timely. These HR QA tools will assist with meeting the requirements set forth in reference (a).

Background In the prior three calendar years, more than \$15,500,000 in system generated overpayments have been made. This equates to roughly more than \$430,000 each month in overpayments.

Discussion Based on discussions between several SPOs across the country and the PPC Human Resources Business Analysis Team (HR BAT), an HR QA tool was created to give SPOs the ability to analyze data and make any needed corrections prior to payroll finalization, reducing the amount of overpayments being made. The HR QA tool includes multiple Quality Assurance Monitoring Points that pull suspected entitlement errors from Direct Access. Currently only Basic Allowance for Housing monitoring points have been created. HR BAT will continue to create other monitoring points to cover other entitlements such as COLA, OHA, CG SMR, etc.

SPO Action Updated data will be uploaded to the HR BAT CG Portal site three business days prior to each payroll finalization.

https://cg.portal.uscg.mil/units/ppc/HRBA/SitePages/HR_Quality_Assurance.aspx

SPO Chiefs are to ensure the monitoring points are reviewed prior to each payroll finalization and take any necessary action to prevent possible over or under payments.

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Effective Date HR BAT will upload data beginning 6 March 2019. SPO Chiefs will ensure the HR QA tools are used effective that date.

Directives Affected The contents of this E-Mail ALSPO message will be incorporated into the applicable sections of reference (b). This E-Mail ALSPO message provides interim guidance which expires one year from the date of issuance unless it is incorporated into an appropriate PPC publication, reissued, or cancelled.

Questions Direct questions regarding the content of this E-Mail ALSPO message to PPC Customer Care at:

 (866) 772-8724/(785) 339-2200
 <https://cg.portal.uscg.mil/units/ppc/SitePages/Contact%20Us.aspx/>
(Online Trouble Ticket/Inquiry Form)
 PPC-DG-CustomerCare@uscg.mil (E-Mail)

Released By Internet release authorized.

/s/
J. D. BURNS, CAPT, USCG
Commanding Officer

Encl: (1) Quality Assurance Tool

Section B: Quality Assurance Tool

B.1. Introduction This section establishes the process for Servicing Personnel Offices (SPO) to utilize the Quality Assurance (QA) Tools, located on the [PPC HR BAT portal website](#).

B.2. Reference (a) [Coast Guard Pay Manual, COMDTINST M7220.29 \(series\)](#)

B.3. Discussion Between CY16 thru CY18 more than \$15,500,000 in system generated overpayments have been made. This equates to roughly more than \$430,000 each month in overpayments.

Based on discussions between several SPOs across the country and the PPC Human Resources Business Analysis Team (HR BAT), an HR QA tool was created to give SPOs the ability to analyze data and make any needed corrections prior to payroll finalization, reducing the amount of overpayments being made. The HR QA tool includes multiple Quality Assurance Monitoring Points that pull suspected entitlement errors from Direct Access. Currently only Basic Allowance for Housing monitoring points have been created. HR BAT will continue to create other monitoring points to cover other entitlements such as COLA, OHA, CG SMR, etc.

B.4. Process The table below outlines the process:

Step	Who Does It	What Happens
1	PPC	Three business days prior to payroll finalization, uploads quality assurance entitlement data into the Quality Assurance Tool and notifies SPO Chiefs once complete.
2	SPO Chief	Receives notification and ensures corrective action is taken, if required.
3	SPO	<ul style="list-style-type: none"> • Based on the Entitlement Monitoring Point Counts by SPO Report, reviews data to identify possible discrepancies. • Makes correction(s) prior to payroll finalization in Direct Access, if applicable. • Updates the monitoring point data to show action taken on the Quality Assurance Tool webpage.
NOTE:		If any issues arise when making corrections in Direct Access, submit trouble ticket to PPC Customer Care.

Table 11-2 QA Process