5 April 2023

Correcting Overseas Housing Allowance (OHA) Overview

Introduction

This guide provides the procedures for a SPO to correct and approve an Overseas Housing Allowance (OHA) transaction in Direct Access (DA).

References

(a) Coast Guard Pay Manual, COMDTINST M7220.29
(b) Joint Travel Regulations (JTR), Chapters 8-10
(c) Overseas Housing Allowance (OHA) Briefing Sheet, PDTATAC
(d) OHA Tables, Joint Travel Regulations (JTR), Appendix K
(e) DOD FMR Vol. 7A,Chapter 26 - Housing Allowances
(f) Personnel and Pay Procedures Manual (PPPM), PPCINST M1000.2 (series)

Important Information

- **If an OHA transaction is denied for any reason, it is IMPORTANT to remember that the most recent approved OHA transaction will continue to run, and therefore continue to pay/not pay the member.** The only way to stop/start an OHA entitlement is to ensure a new row is approved. The new row may be an Active row updating the OHA entitlement or an Inactive row, stopping the OHA entitlement.
- The member AND all OHA eligible dependents addresses should be updated to reflect the OHA locality. Within DA, this is completed under HR Data Shortcuts > Personal Information and Dependent Information. This is important for audit and verification of the OHA entitlement.
- **Pay Technicians should be stopping OHA when a member's lease is terminated.** The system will automatically stop OHA in connection with the PCS departure. However, members will often terminate their leases/rentals prior to the actual PCS departure date and go on TLA once their household goods are picked up.

Required Documents

Members requesting payment of OHA or MIHA shall provide:
- BHA/Housing Worksheet CG Form 2025
- Individual Overseas Housing Allowance (OHA) Report, DD Form 2367
- Copy of Rental / Lease, or Purchase Agreement

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Correcting OHA (Editing a Single Row), Continued

In-Range vs. Out-of-Range

If the correction is In-Range (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.

If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the Submitting Trouble Tickets with Supporting Images user guide.

Fixed Exchange Rate

If the Fixed Exchange Rate is displaying an incorrect rate (does not match the exchange rate listed in reference (d)), uncheck the Fixed Exchange Rate box and click Save. Re-check the Fixed Exchange Rate box and click Save again. This should populate the correct exchange rate per reference (d).

Auditing Standards

Email ALSPO B/19 implemented a standard business process for submitting and validating pay transactions entered by Servicing Personnel Offices (SPOs). See the following user guides for navigating, identifying, and researching pay transactions:

- Pay Calculation Results
- One Time Positive Input (OTPI)
- Element Assignment by Payee (EABP)

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Correcting OHA (Editing a Single Row)

Introduction

This section provides the procedures for a SPO to correct a member's Overseas Housing Allowance (OHA) by editing the OHA row in DA.

Corrections and Timing

While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately, and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the OHA row(s) from **newest to oldest**:
1. Delete the NEWEST incorrect OHA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** OHA row(s), from **oldest to newest**.
1. Add the oldest OHA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.

It is important to take screenshots of the member's OHA row(s) before and after any corrections/deletions. This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.

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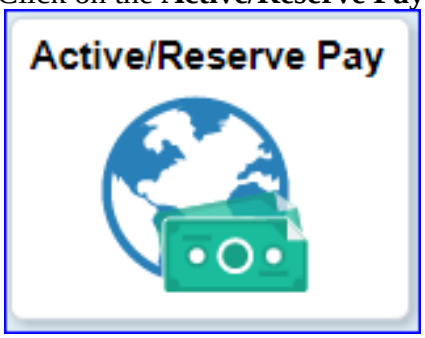
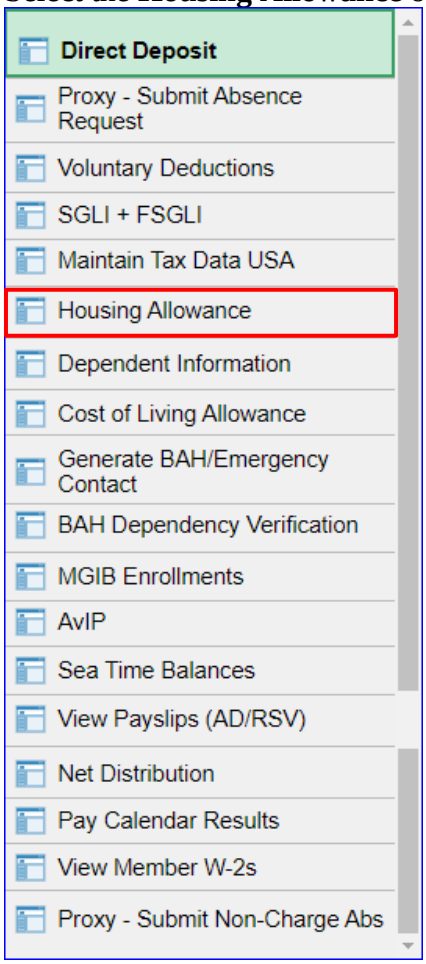
Correcting OHA (Editing a Single Row), Continued

Procedures See below.

Step	Action
1	Click on the **Active/Reserve Pay** Tile. 
1.5	Select the **Housing Allowance** option. 

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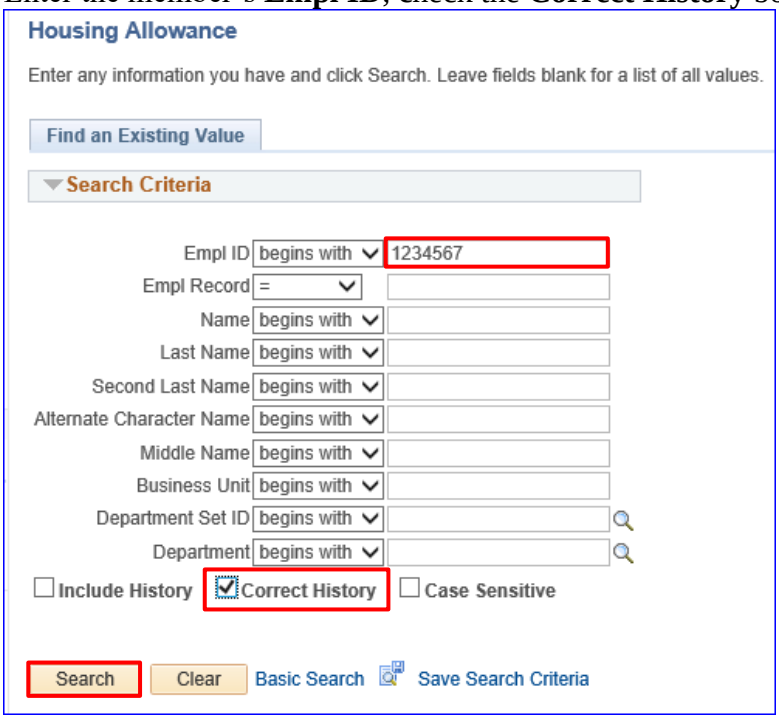
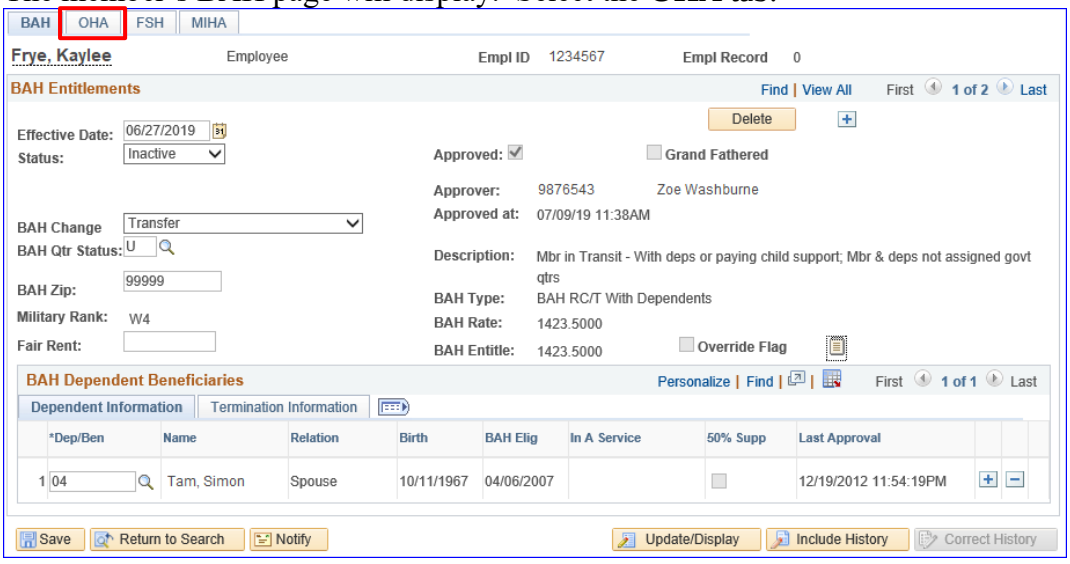
Correcting OHA (Editing a Single Row), Continued

Procedures,
continued

Step	Action
2	Enter the member's **Empl ID**, **c**heck the **Correct History** box and click **Search**. 
3	The member's BAH page will display. Select the **OHA** tab. 

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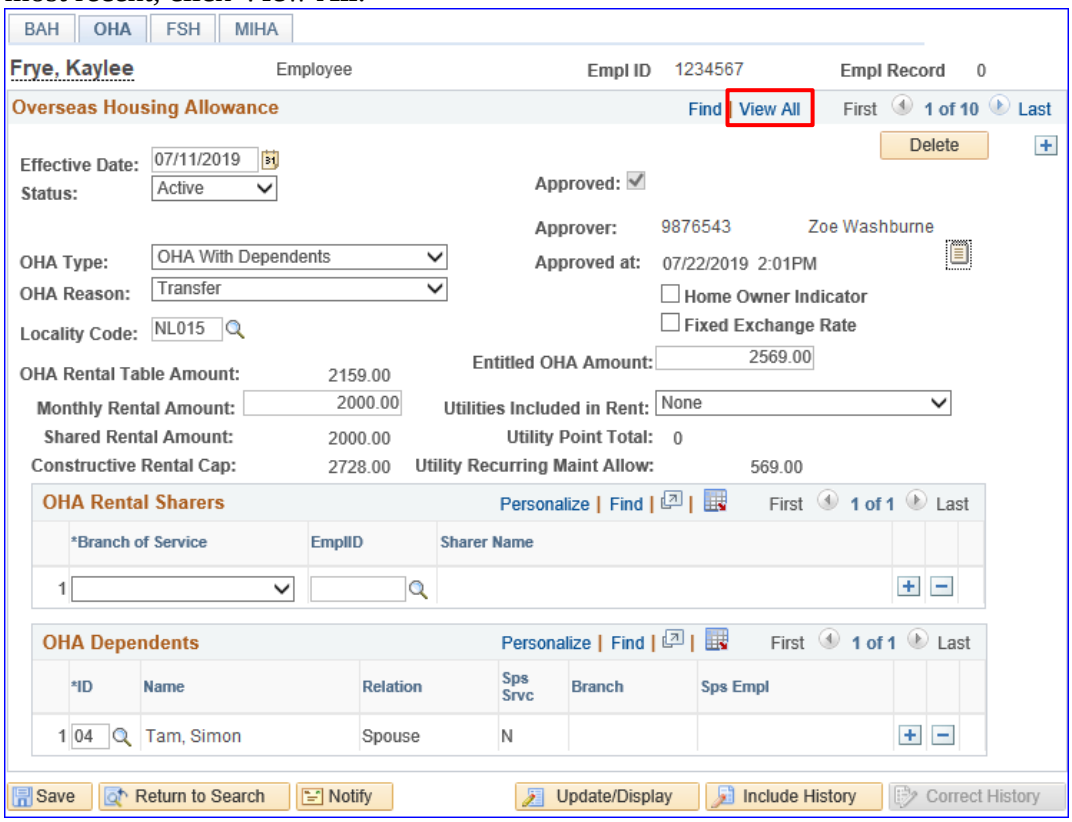
Correcting OHA (Editing a Single Row), Continued

Procedures,
continued

Step	Action
4	The member's current OHA row will display. If the row to be corrected isn't the most recent, click **View All**.



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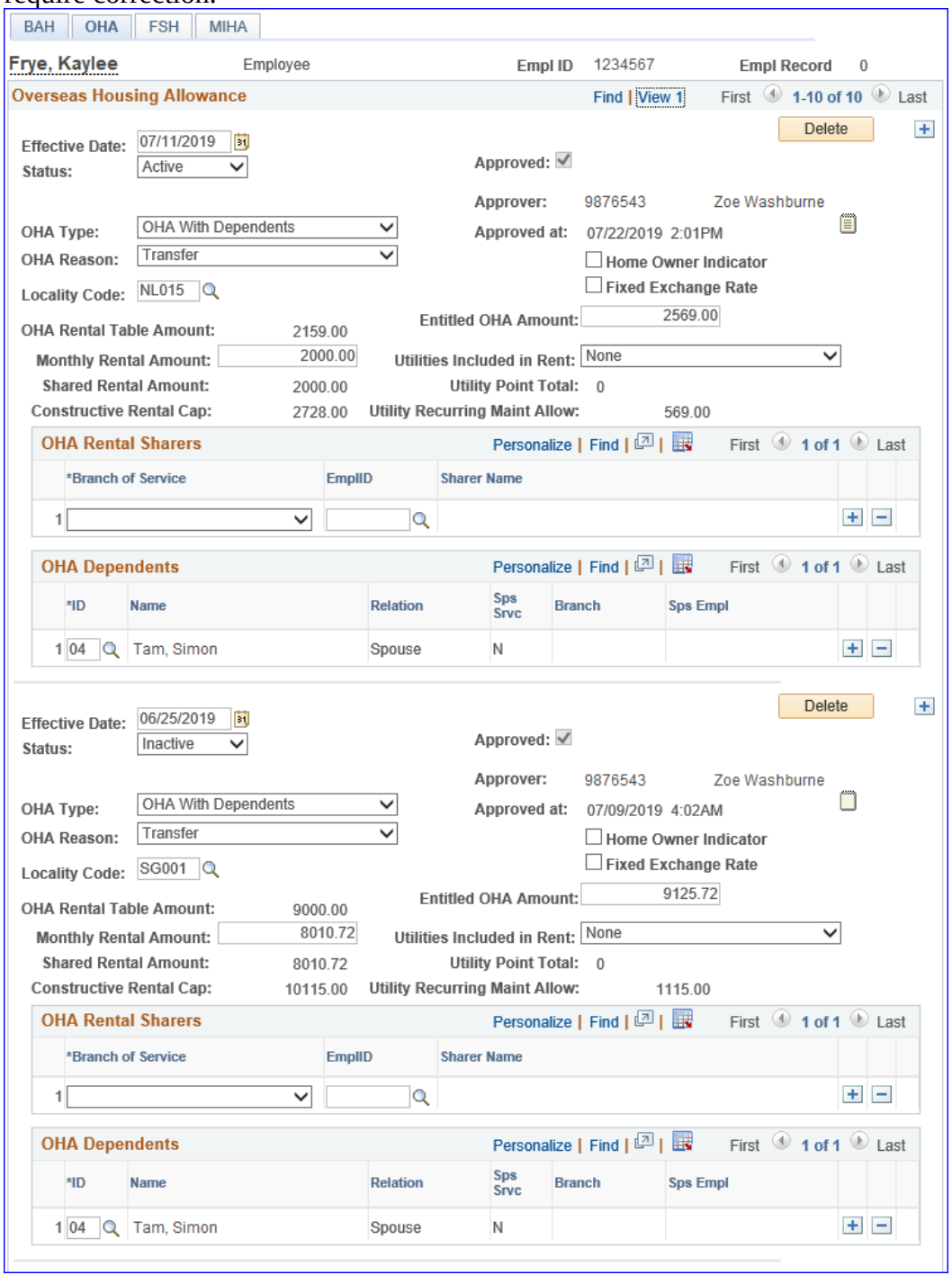
Correcting OHA (Editing a Single Row), Continued

Procedures,
continued

Step	Action
5	All rows will now be displayed. Scroll through the rows and locate the row(s) that require correction.



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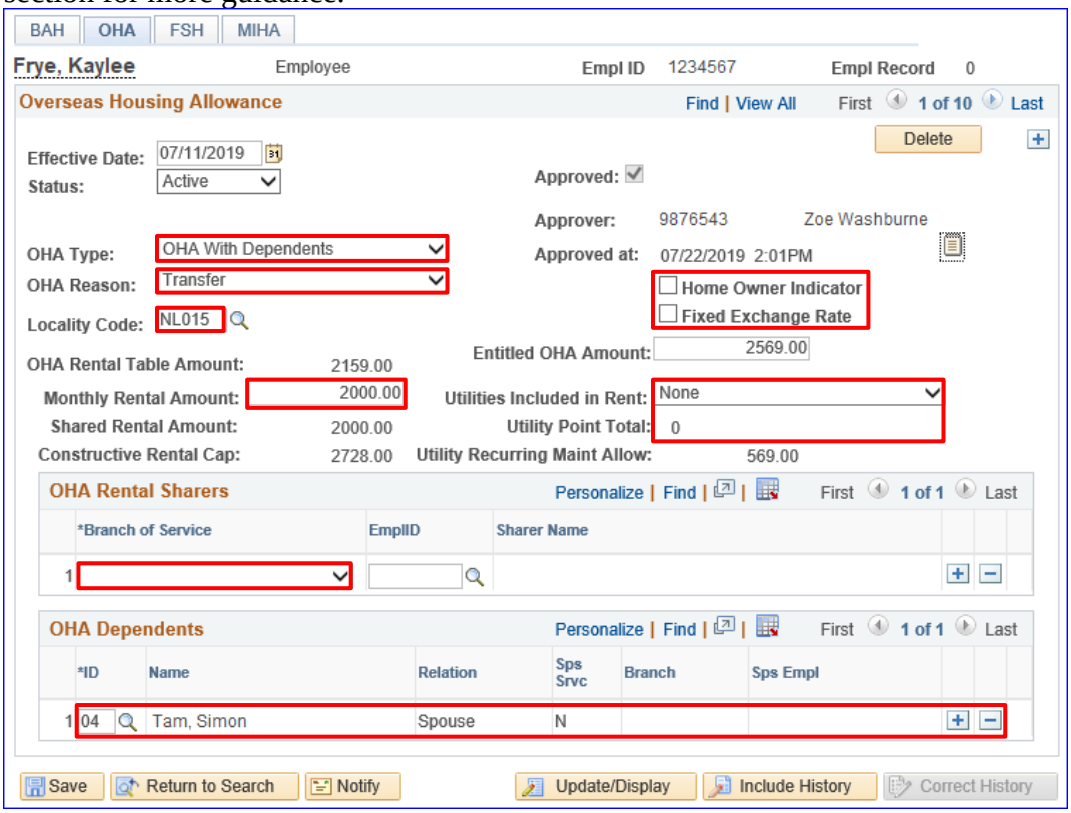
Correcting OHA (Editing a Single Row), Continued

Procedures,
continued

Step	Action
6	Make changes to any of the editable fields as appropriate. In this example, the most recent OHA row required a correction to the Monthly Rental Amount and the Utilities included in Rent. **IMPORTANT:** It is important to take a screenshot of the row prior to making any changes. **Remember:** If the **Effective Date** needs to be corrected, the row must be deleted and re-entered with the correct date. See the Correcting OHA (Deleting a Row) section for more guidance. 

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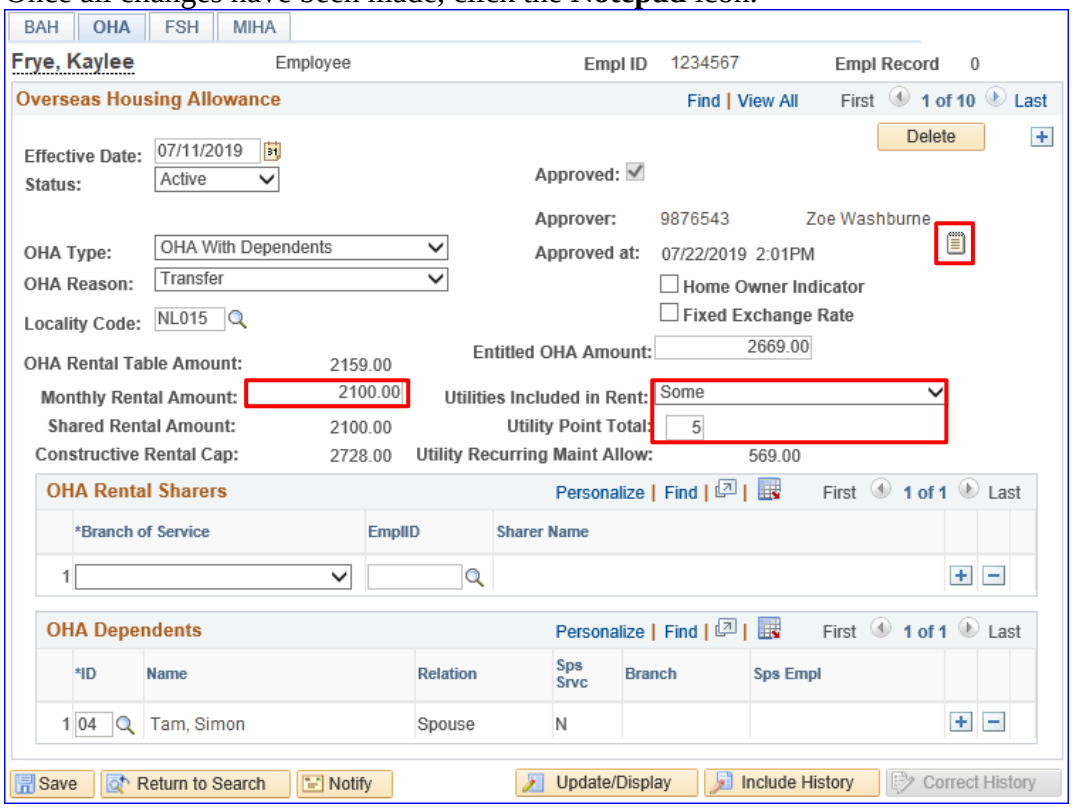
Correcting OHA (Editing a Single Row), Continued

Procedures,
continued

Step	Action
7	Once all changes have been made, click the **Notepad** icon.



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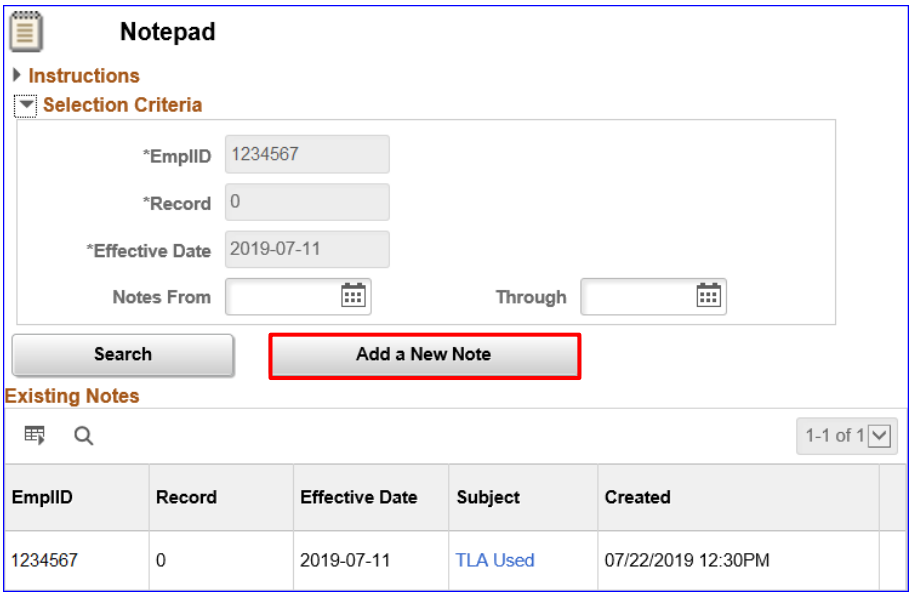
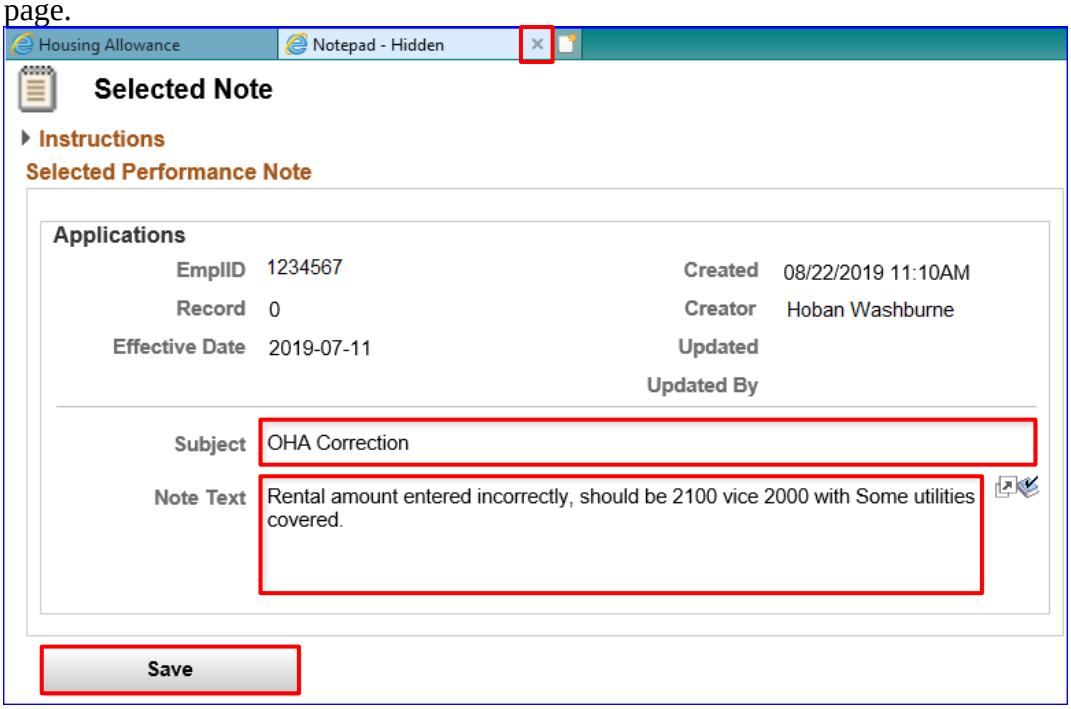
Correcting OHA (Editing a Single Row), Continued

Procedures, continued

Step	Action
8	Select **Add a New Note**. 
9	Enter a **Subject** and **Note Text** describing the reason for the OHA correction. Click **Save**. Upon saving, '**X**' out of the window to return to the member's OHA page. 

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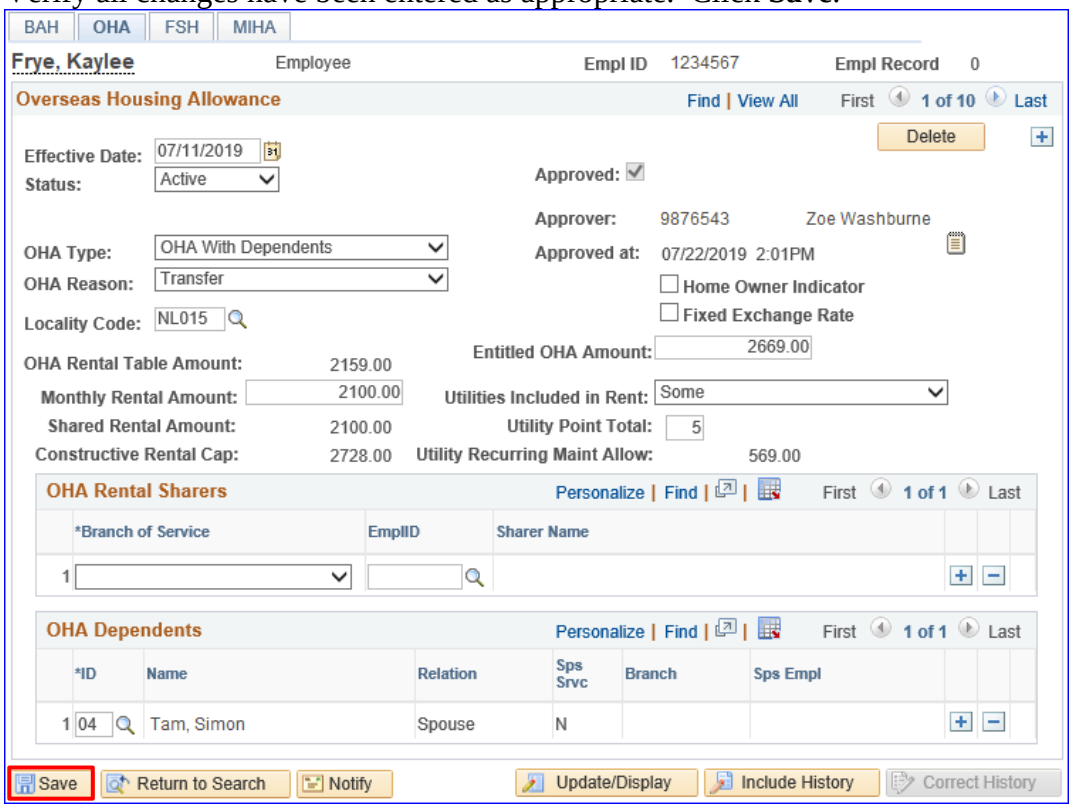
Correcting OHA (Editing a Single Row), Continued

Procedures,
continued

Step	Action
10	Verify all changes have been entered as appropriate. Click **Save**. 

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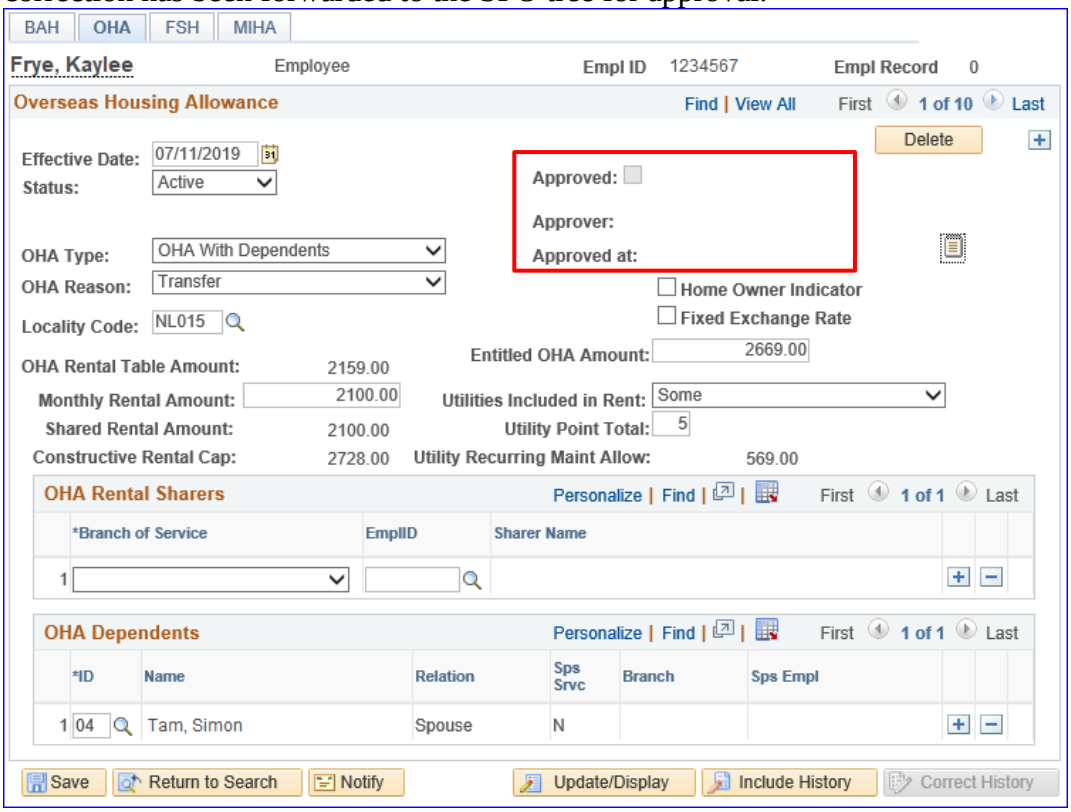
Correcting OHA (Editing a Single Row), Continued

Procedures, continued

Step	Action
11	Upon saving, the **Approver** information will no longer be populated. The correction has been forwarded to the SPO tree for approval. 
12	Per Email ALSPO B/19, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the Pay Calculation Results user guide for more information on navigating, reviewing, and validating pay transactions. Remember, if this correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes **MUST** be reported to **PPC Customer Care** to be processed manually (see In-Range vs. Out-of-Range for more guidance).

Correcting OHA (Inserting a Row)

Introduction

This section provides the procedures for a SPO to insert a row and make corrections to existing rows of a member's OHA in DA.

Corrections and Timing

While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately, and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the OHA row(s) from **newest to oldest**:
1. Delete the NEWEST incorrect OHA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** OHA row(s), from **oldest to newest**.
1. Add the oldest OHA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.

It is important to take screenshots of the member's OHA row(s) before and after any corrections/deletions. This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.

Procedures

See below.

Step	Action
1	Click on the **Active/Reserve Pay** Tile.

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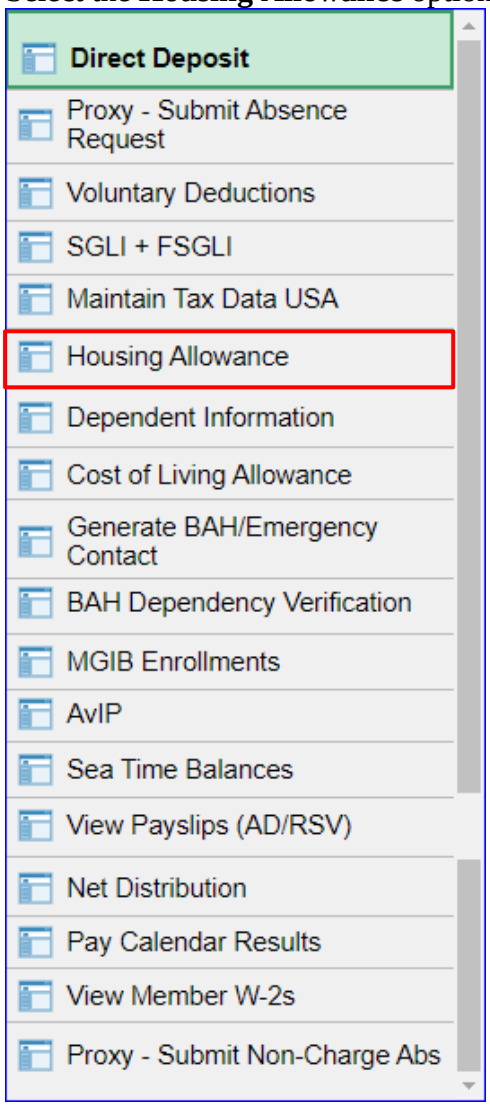
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
1.5	Select the **Housing Allowance** option. 

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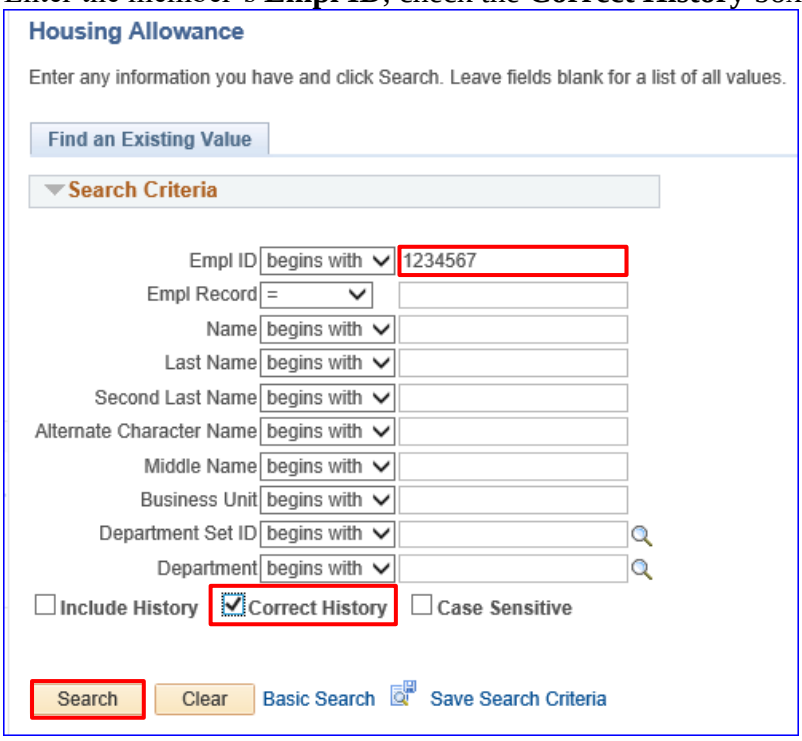
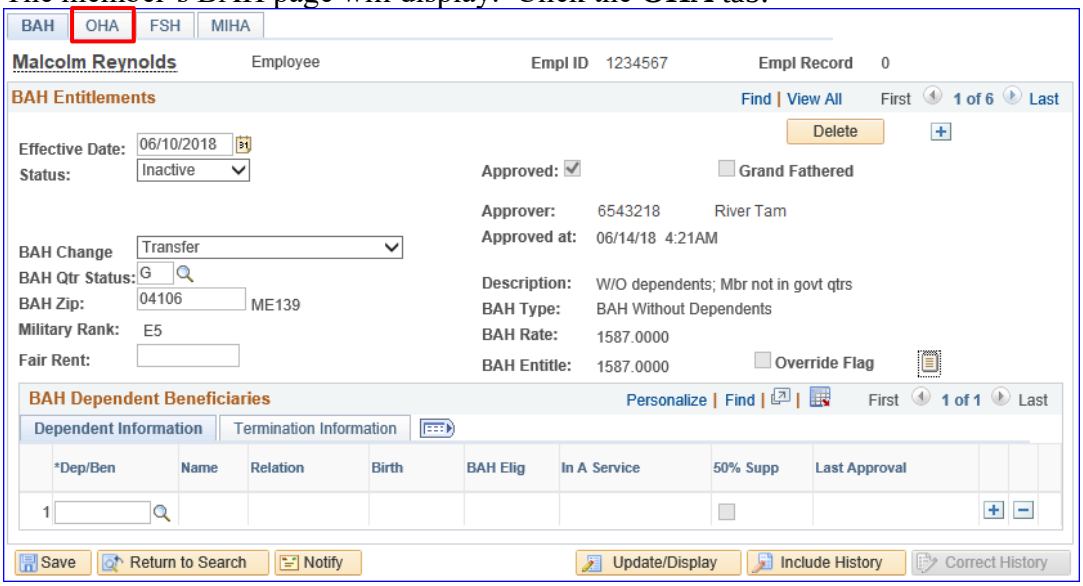
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
2	Enter the member's **Empl ID**, check the **Correct History** box and click **Search**. 
3	The member's BAH page will display. Click the **OHA** tab. 

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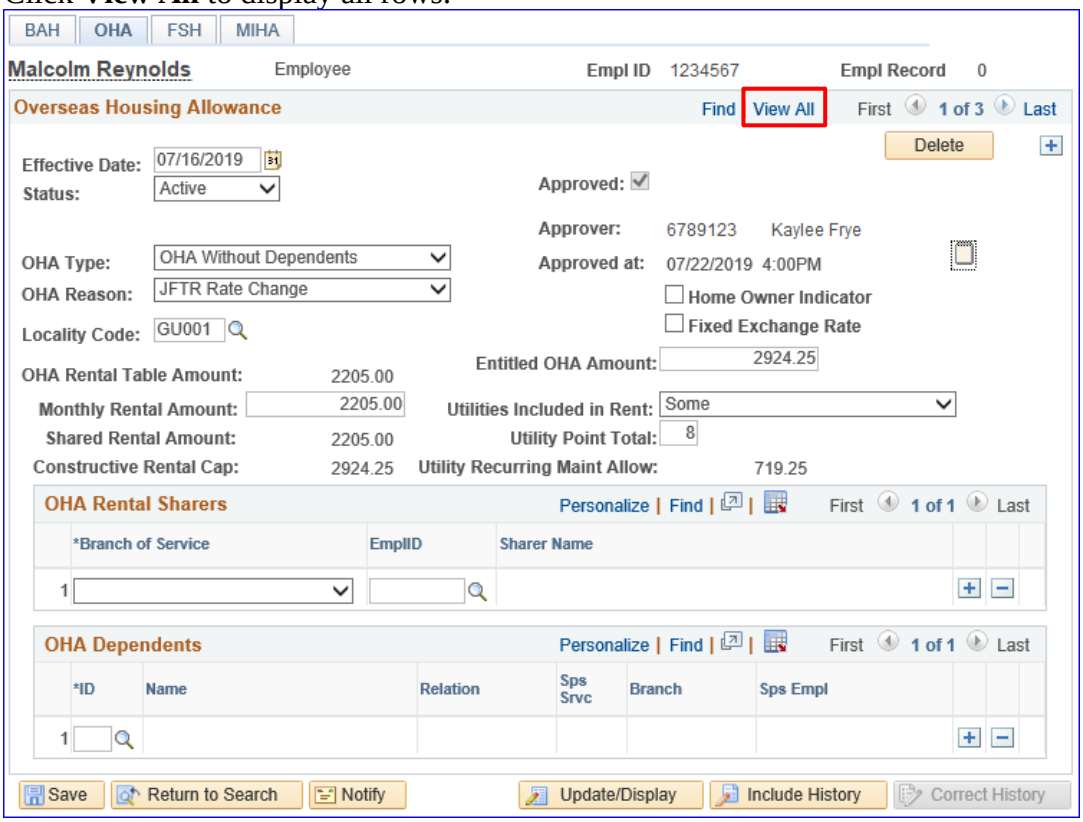
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
4	The member's current OHA row will display. In this example, the member got married in October 2018. He and his dependent spouse moved into a new apartment on October 13th, 2018. Because this entry takes place prior to the current row, a new row will need to be inserted and any OHA row with an Effective Date after 10/13/18 will need to be updated to reflect any required changes (i.e., OHA Type, dependent data, monthly rent, utilities, etc.). Click **View All** to display all rows. 

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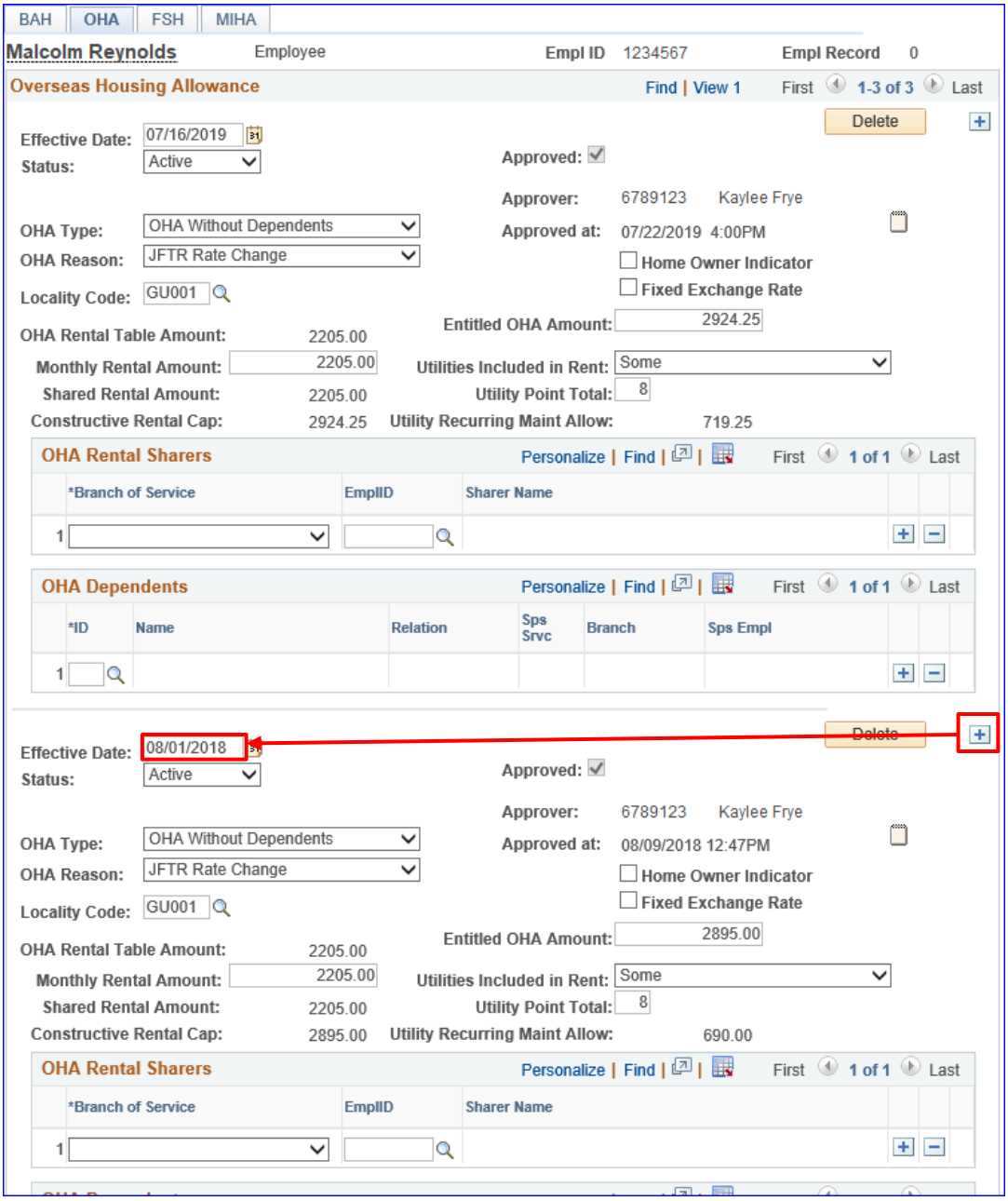
Correcting OHA (Inserting a Row), Continued

Procedures, continued

Step	Action
5	For the purposes of this example, a row will need to be inserted after the 08/01/2018 row to account for the OHA changes. To add a row, click the **(+)** button located on the 08/01/2018 row.



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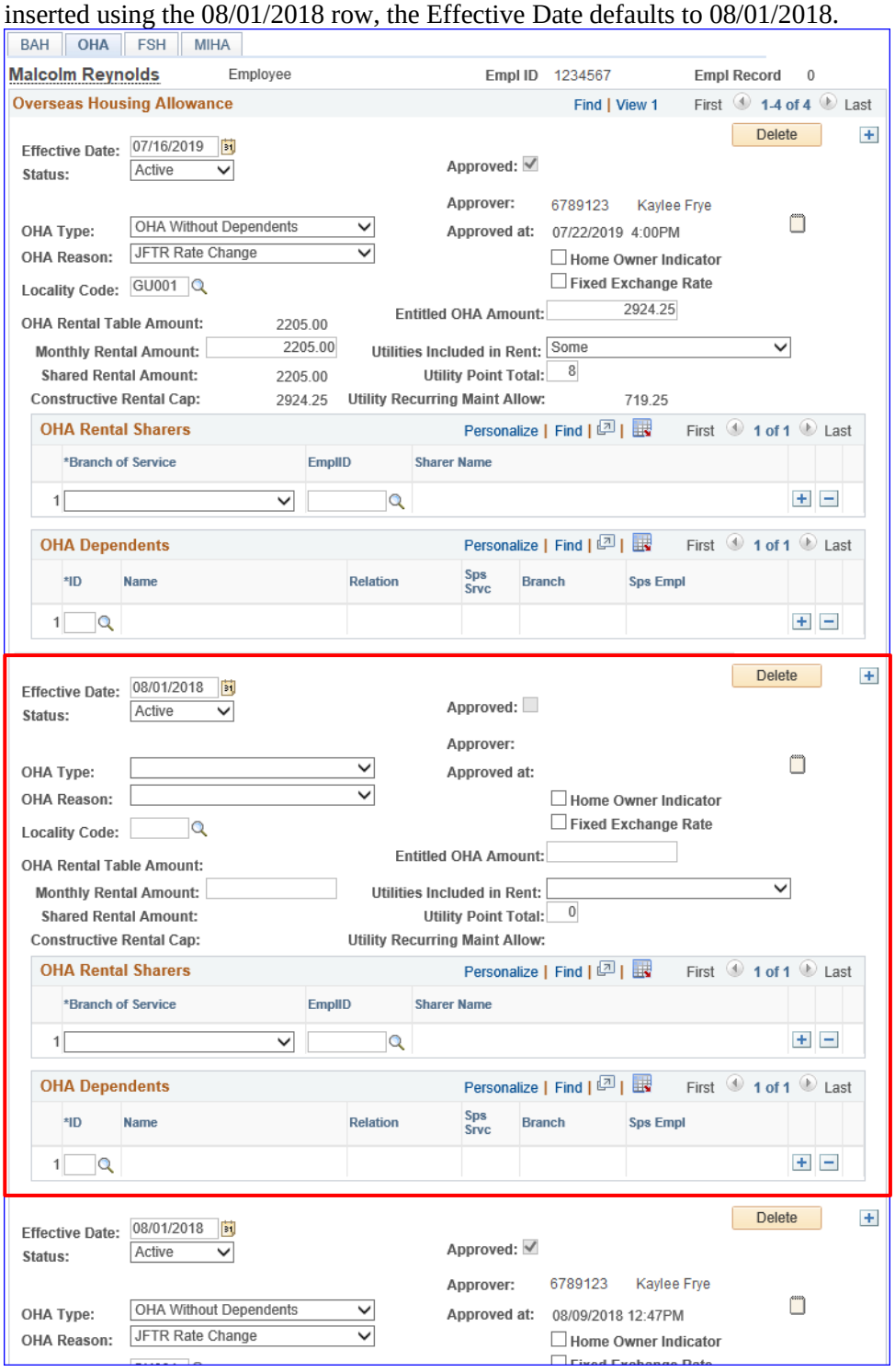
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
6	A **new row** will populate. Ensure it sits between the appropriate dates (in this case between the most current row of 07/16/2019 and 08/01/2018). Because the new row was inserted using the 08/01/2018 row, the Effective Date defaults to 08/01/2018.



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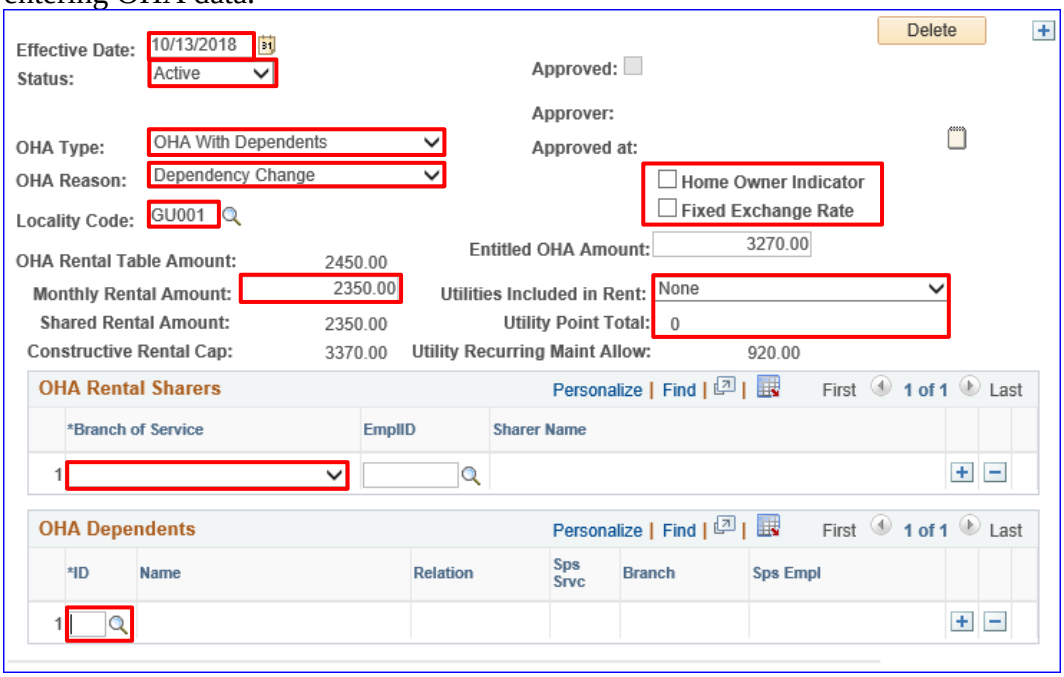
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
7	Complete the following fields: • Enter the appropriate **Effective Date** and ensure the **Status** reflects Active. • Using the drop-down, select the appropriate **OHA Type**. • Using the drop-down, select the appropriate **OHA Reason**. • Enter the **Locality Code** or use the lookup. • Enter the **Monthly Rental Amount**. • Check the **Home Owner Indicator** box or **Fixed Exchange Rate** as necessary. • Using the drop-down, select the appropriate **Utilities Included in Rent**. • Enter any **OHA Rental Sharers** if the member is sharing the monthly rental expenses with another person. • Enter any **OHA Dependents** if the member has BAH eligible dependents residing with them at the rental location. **Note:** Refer to the Starting Overseas Housing Allowance for more information on entering OHA data. 

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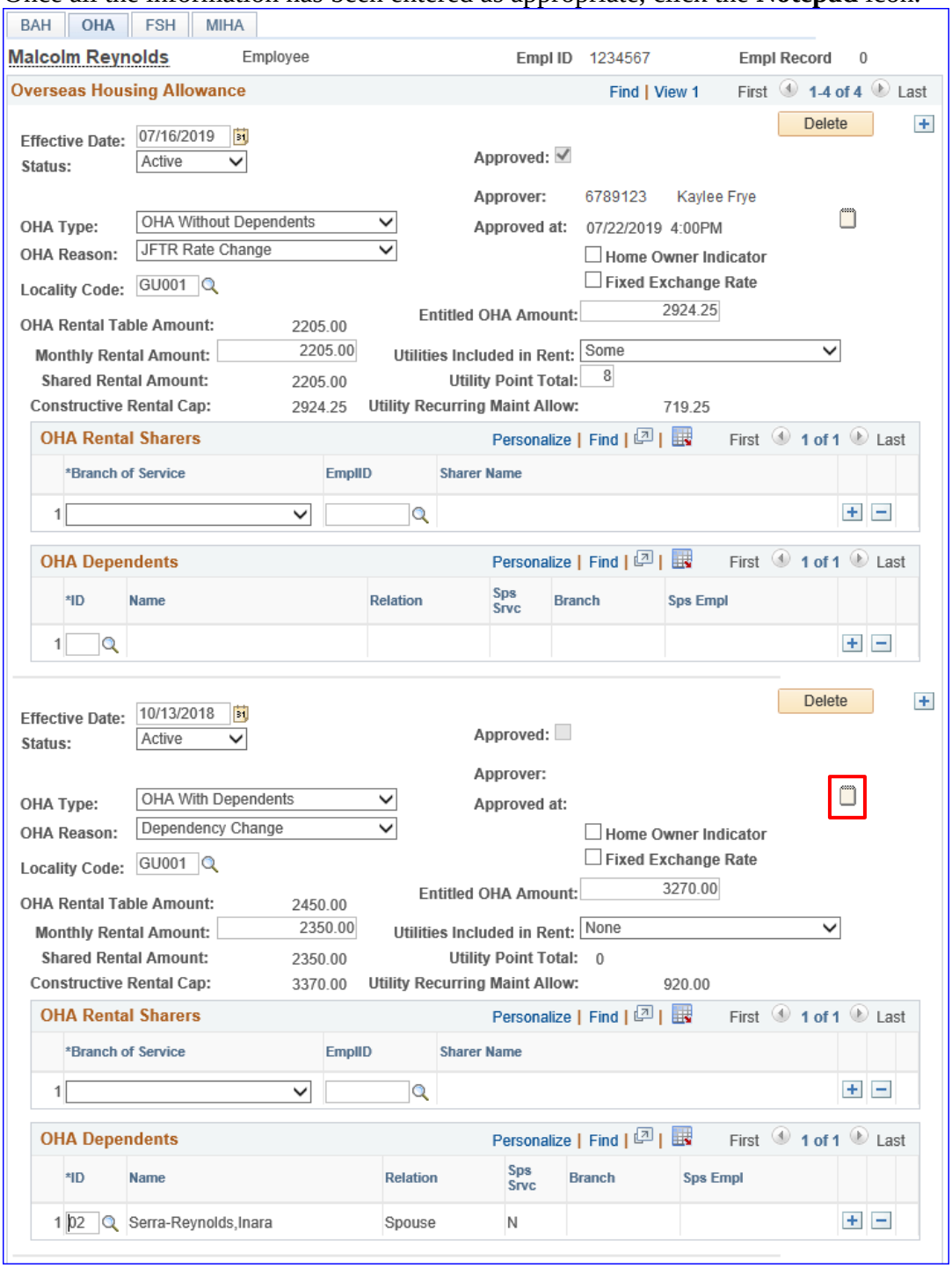
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
8	Once all the information has been entered as appropriate, click the **Notepad** icon.



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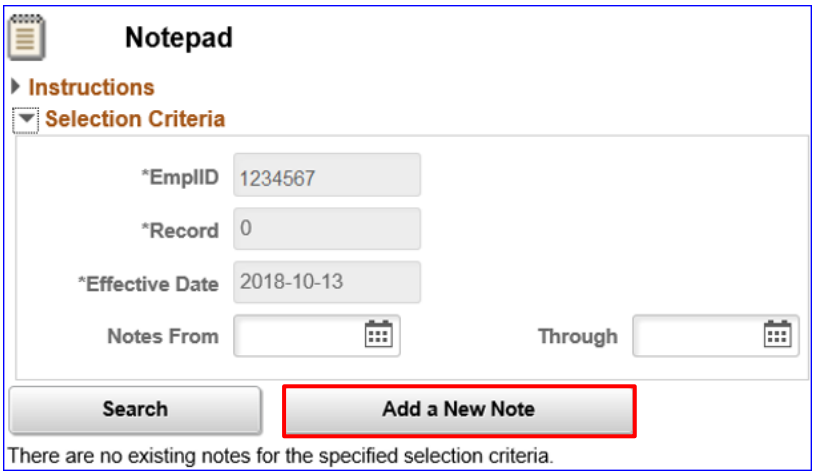
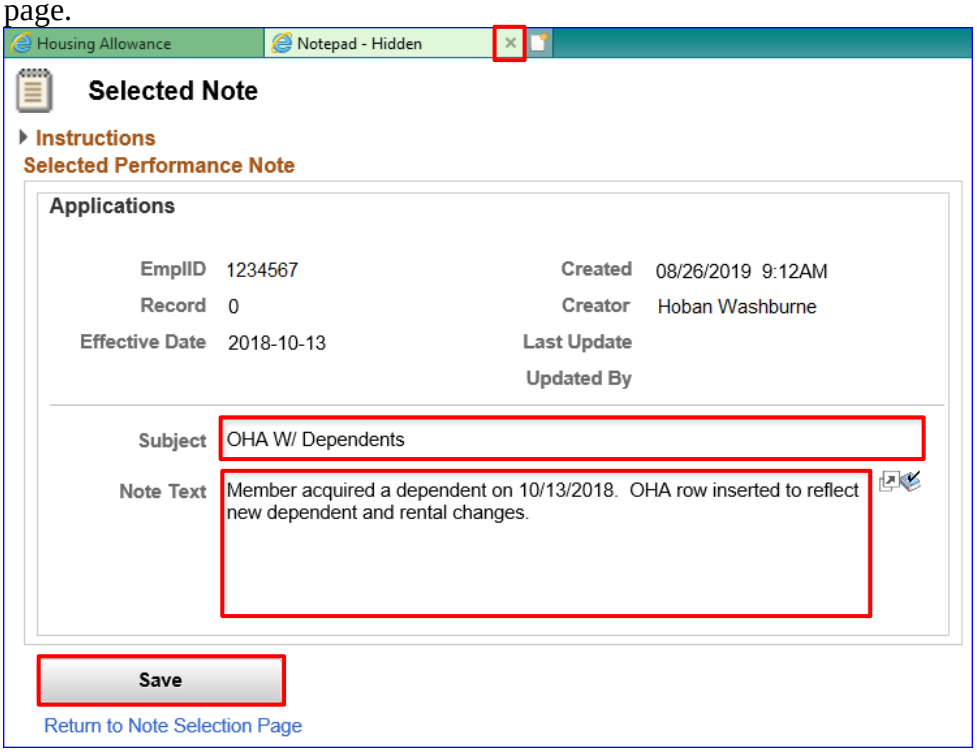
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
9	Select **Add a New Note**. 
10	Enter a **Subject** and **Note Text** describing the reason for the OHA correction. Click **Save**. Upon saving, '**X**' out of the window to return to the member's OHA page. 

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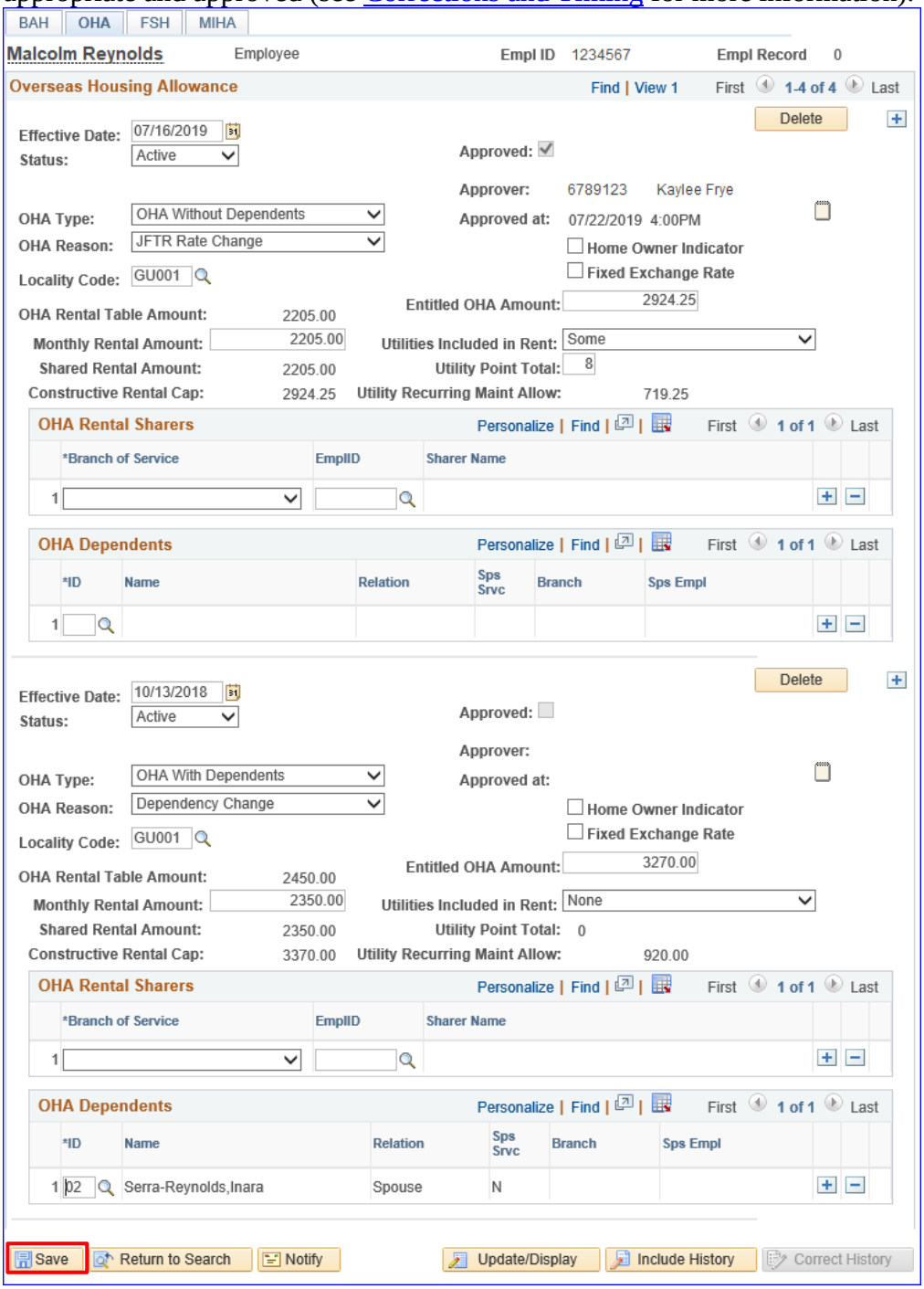
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
11	Verify all changes have been made as appropriate. Click **Save**. The request will be forwarded to the SPO tree for approval. It is important the OHA request be approved **immediately** so any additional rows may be added/corrected as appropriate and approved (see Corrections and Timing for more information).



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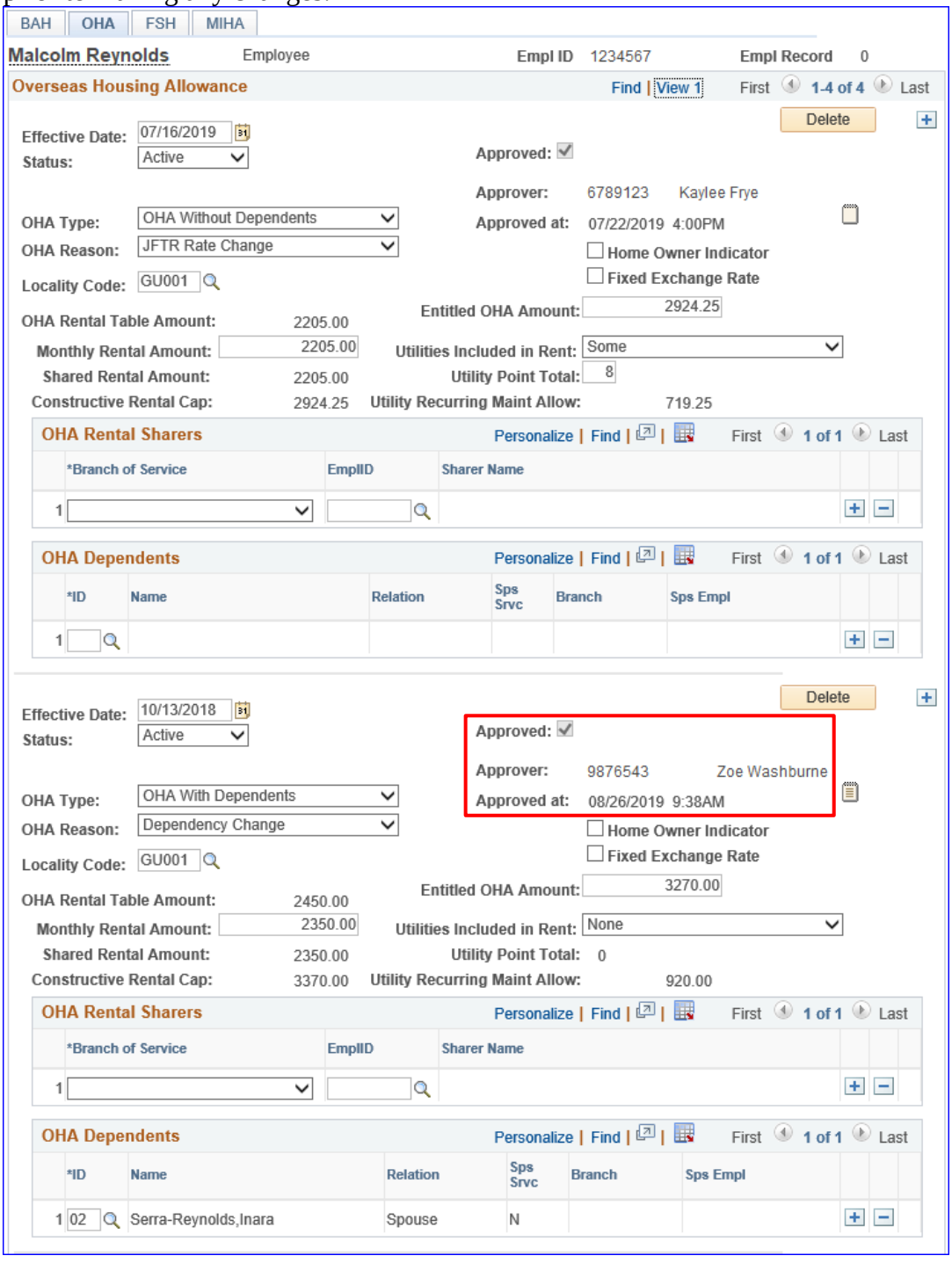
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
12	Once the OHA request has been **approved**, make any necessary corrections to the next consecutive row as appropriate. **Remember**, take a screenshot of the row prior to making any changes.



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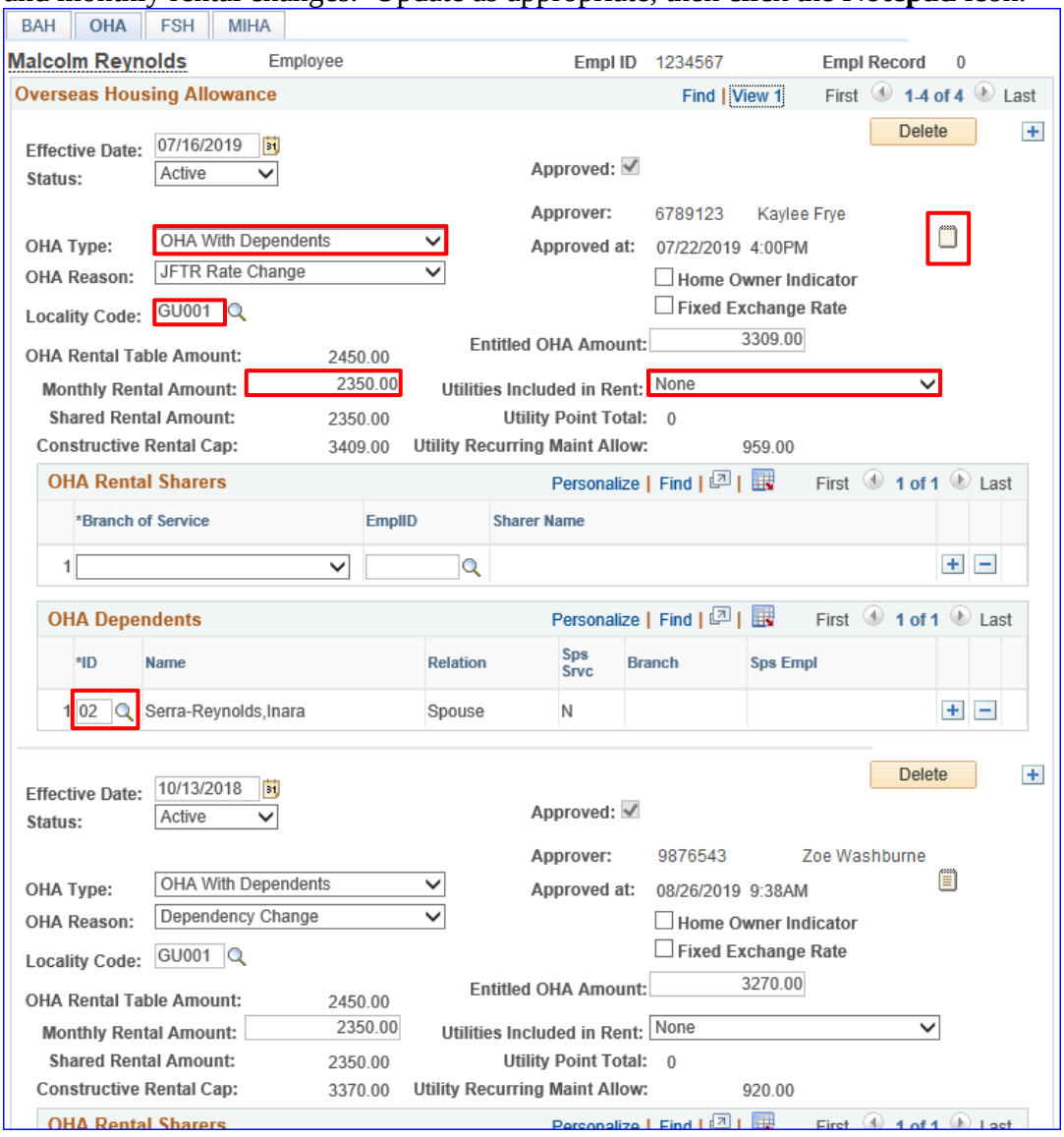
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
13	In this example, the 07/16/2019 row needs to be corrected to reflect the dependent and monthly rental changes. Update as appropriate, then click the **Notepad** icon.



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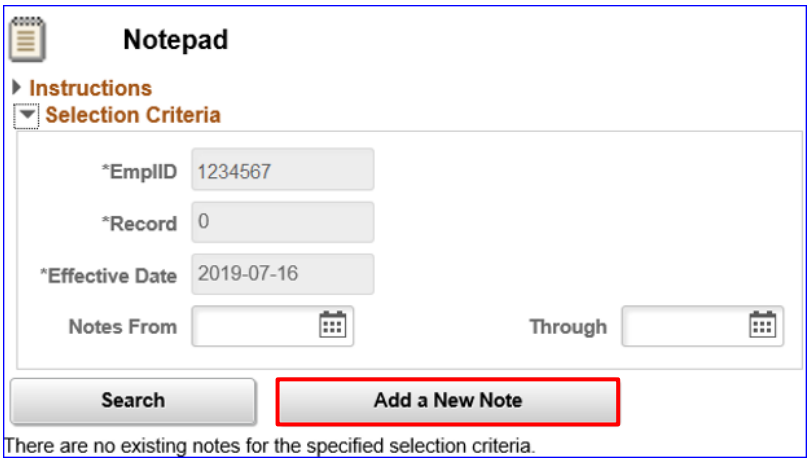
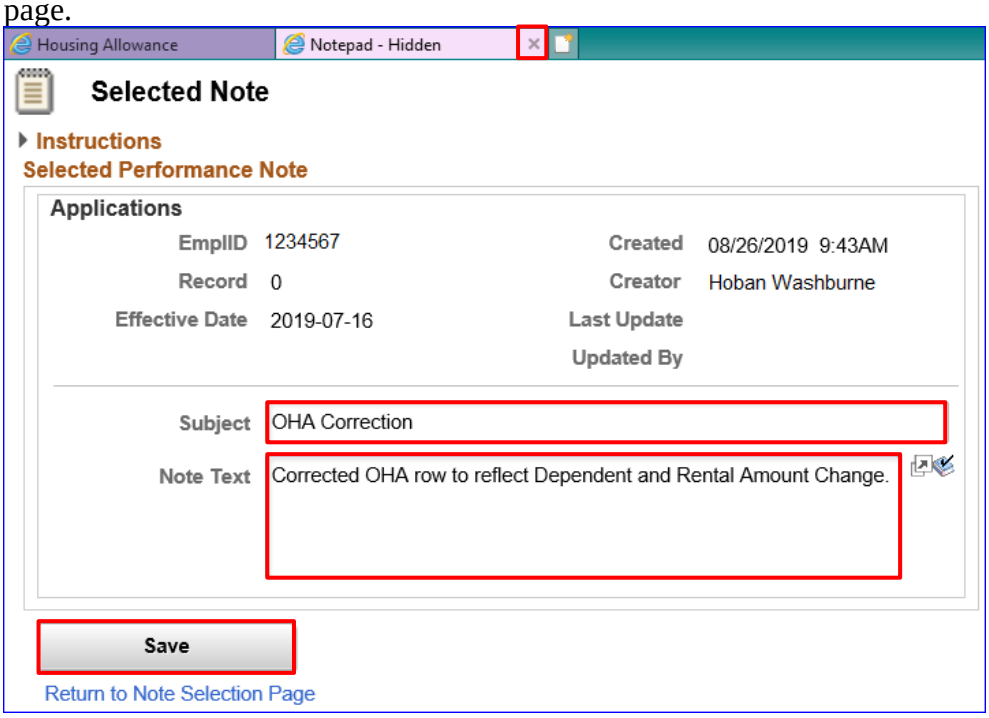
Correcting OHA (Inserting a Row), Continued

Procedures, continued

Step	Action
14	Select **Add a New Note**. 
15	Enter a **Subject** and **Note Text** describing the reason for the OHA correction. Click **Save**. Upon saving, '**X**' out of the window to return to the member's OHA page. 

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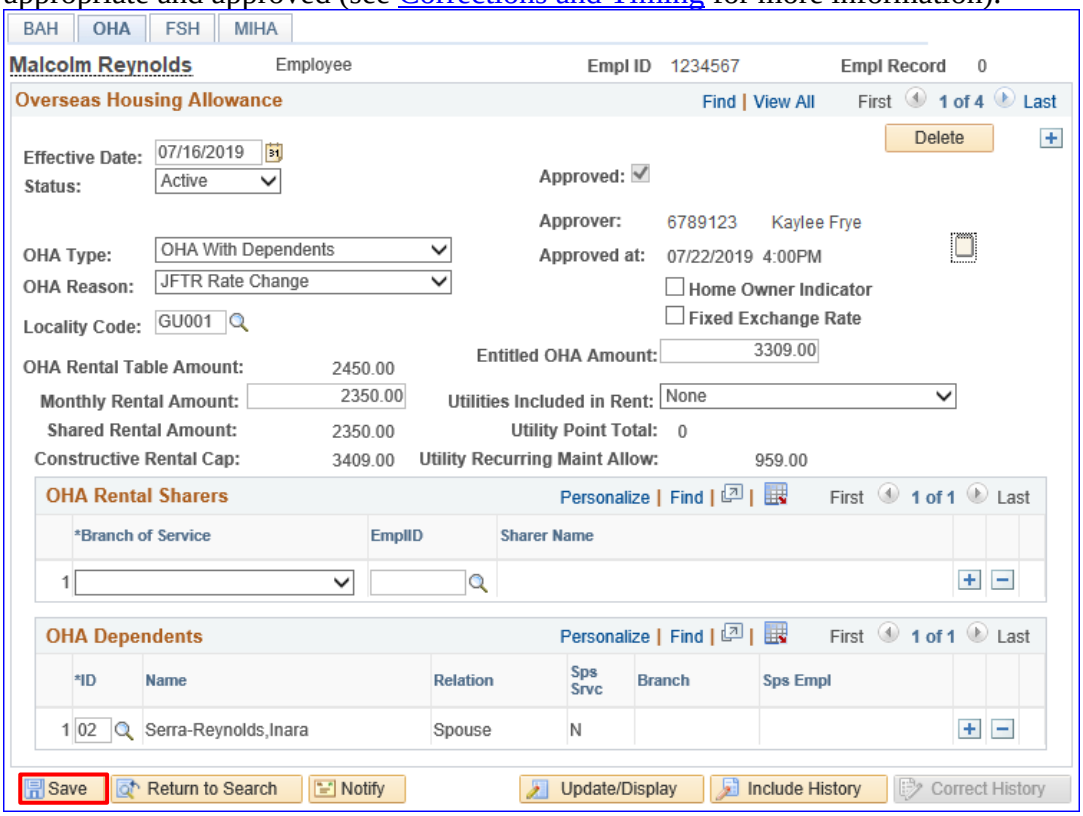
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
16	Verify all changes have been made as appropriate. Click **Save**. The request will be forwarded to the SPO tree for approval. It is important the OHA request be approved **immediately** so any additional rows may be added/corrected as appropriate and approved (see Corrections and Timing for more information). 

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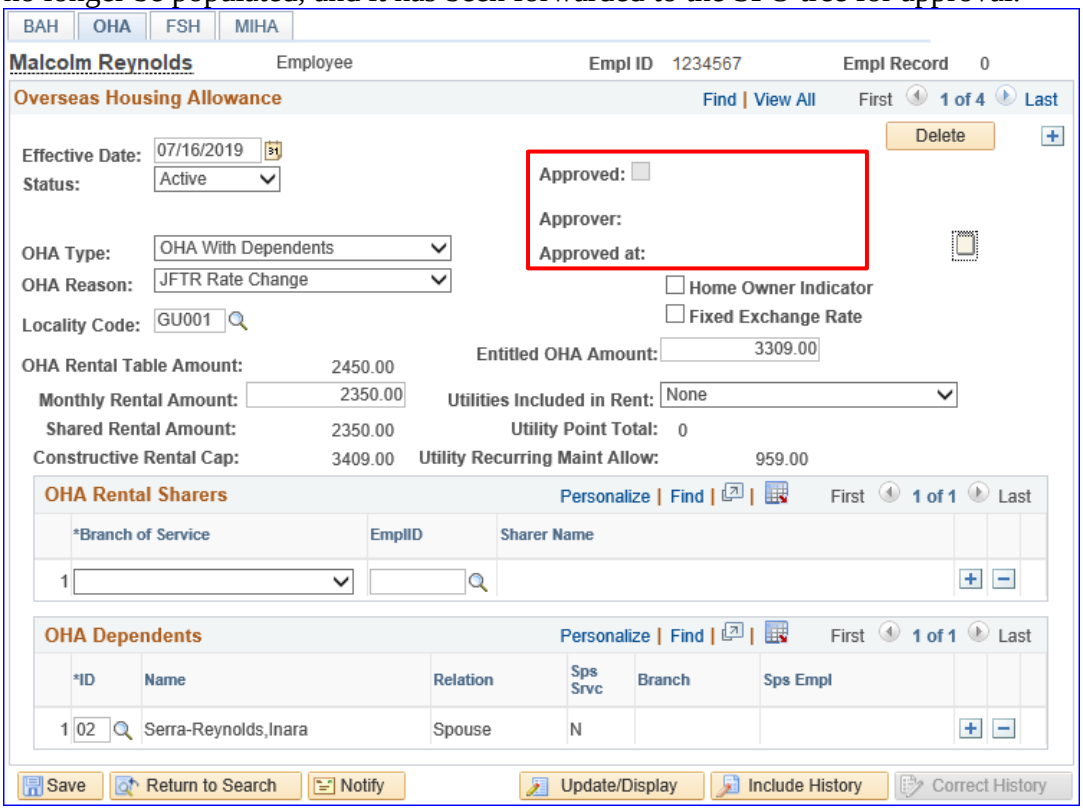
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
17	Upon saving any corrections to a pre-existing row, the **Approver** information will no longer be populated, and it has been forwarded to the SPO tree for approval. 
18	Per Email ALSPO B/19, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the Pay Calculation Results user guide for more information on navigating, reviewing, and validating pay transactions (see Steps 19-21 to view the Pay Calculation Results for the example used in this section). Remember, if this correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes **MUST** be reported to **PPC Customer Care** to be processed manually (see In-Range vs. Out-of-Range for more guidance).

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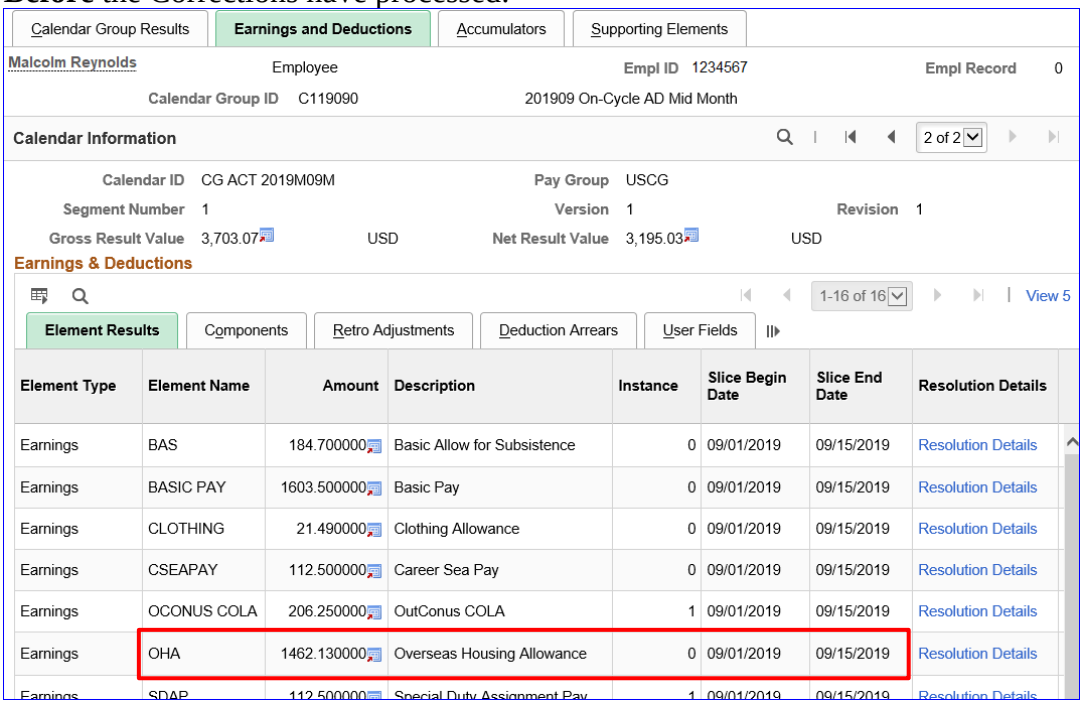
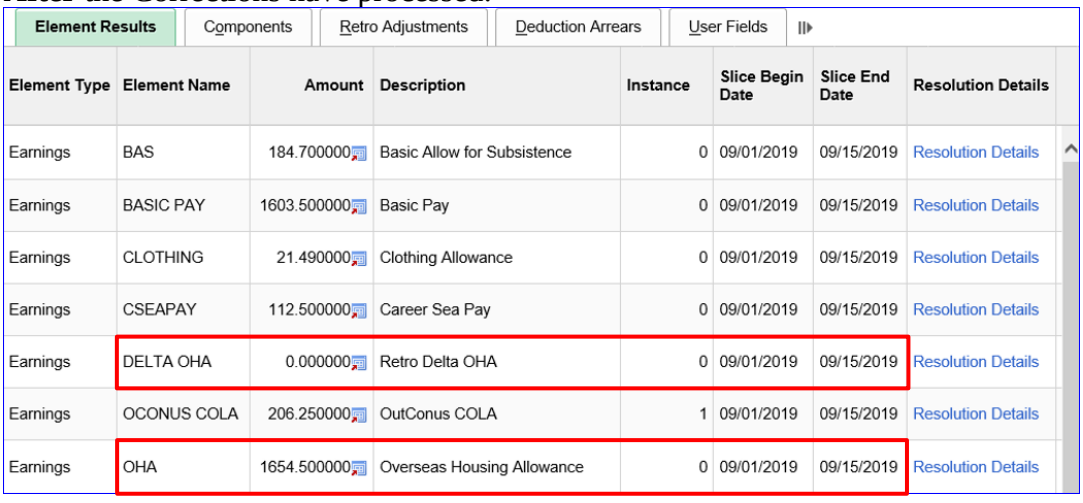
Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
19	In this example, the member's OHA was corrected back to October 2018 to reflect OHA with dependents and a new monthly rental amount. Pay Calculation Results indicate the correction in the OHA Element and Retro Adjustments. **Before** the Corrections have processed:  **After** the Corrections have processed: 

Calendar Group Results | **Earnings and Deductions** | Accumulators | Supporting Elements

Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0
Calendar Group ID C119090 201909 On-Cycle AD Mid Month

Calendar Information 2 of 2

Calendar ID CG ACT 2019M09M Pay Group USCG
Segment Number 1 Version 1 Revision 1
Gross Result Value 3,703.07 USD Net Result Value 3,195.03 USD

Earnings & Deductions

1-16 of 16 View 5

Element Results | Components | Retro Adjustments | Deduction Arrears | User Fields

Element Type	Element Name	Amount	Description	Instance	Slice Begin Date	Slice End Date	Resolution Details
Earnings	BAS	184.700000	Basic Allow for Subsistence	0	09/01/2019	09/15/2019	Resolution Details
Earnings	BASIC PAY	1603.500000	Basic Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CLOTHING	21.490000	Clothing Allowance	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CSEAPAY	112.500000	Career Sea Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	OCONUS COLA	206.250000	OutConus COLA	1	09/01/2019	09/15/2019	Resolution Details
Earnings	OHA	1462.130000	Overseas Housing Allowance	0	09/01/2019	09/15/2019	Resolution Details
Earnings	SDAP	112.500000	Special Duty Assignment Pay	1	09/01/2019	09/15/2019	Resolution Details

Element Results | Components | Retro Adjustments | Deduction Arrears | User Fields

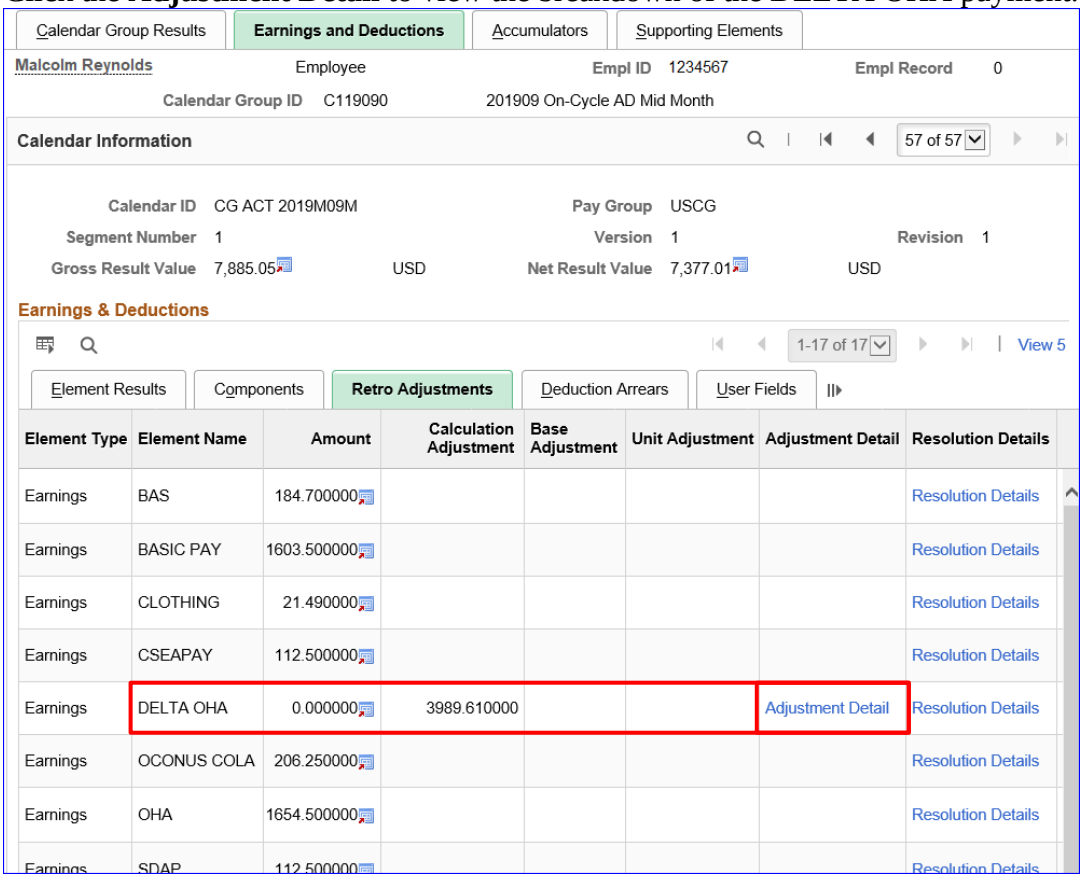
Element Type	Element Name	Amount	Description	Instance	Slice Begin Date	Slice End Date	Resolution Details
Earnings	BAS	184.700000	Basic Allow for Subsistence	0	09/01/2019	09/15/2019	Resolution Details
Earnings	BASIC PAY	1603.500000	Basic Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CLOTHING	21.490000	Clothing Allowance	0	09/01/2019	09/15/2019	Resolution Details
Earnings	CSEAPAY	112.500000	Career Sea Pay	0	09/01/2019	09/15/2019	Resolution Details
Earnings	DELTA OHA	0.000000	Retro Delta OHA	0	09/01/2019	09/15/2019	Resolution Details
Earnings	OCONUS COLA	206.250000	OutConus COLA	1	09/01/2019	09/15/2019	Resolution Details
Earnings	OHA	1654.500000	Overseas Housing Allowance	0	09/01/2019	09/15/2019	Resolution Details

Continued on next page

Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
20	Retro Adjustments indicate a **DELTA OHA** payment in the amount of $3,989.61. Click the **Adjustment Detail** to view the breakdown of the DELTA OHA payment.



Continued on next page

Correcting OHA (Inserting a Row), Continued

Procedures,
continued

Step	Action
21	Click **View All** to see the retro amounts paid to the member for each pay period since the start of the correction.

Results by Calendar Group

Delta Details

Empl ID	1234567	Name	Malcolm Reynolds
		Empl Record	0
Calendar Group ID	C119090	Description	201909 On-Cycle AD Mid Month
Calendar ID	CG ACT 2019M09M	Pay Group	USCG
Element	DELTA OHA	Description	Retro Delta OHA
Segment Number	1	Instance	0

Delta Details

1-1 of 22 View All

Source Calendar ID	Period ID	Source Element	Segment Number	Currency	Amount Delta	Base Delta	Unit Delta
CG ACT 2018M10E	A18M10PRD2	OHA	1	USD	187.500000	0.000000	0.000000

Return

Delta Details

1-22 of 22 View 1

Source Calendar ID	Period ID	Source Element	Segment Number	Currency	Amount Delta	Base Delta	Unit Delta
CG ACT 2018M10E	A18M10PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M10M	A18M10PRD1	OHA	1	USD	37.500000	0.000000	0.000000
CG ACT 2018M11E	A18M11PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M11M	A18M11PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M12E	A18M12PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2018M12M	A18M12PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M01E	A19M01PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M01M	A19M01PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M02E	A19M02PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M02M	A19M02PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M03E	A19M03PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M03M	A19M03PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M04E	A19M04PRD2	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M04M	A19M04PRD1	OHA	1	USD	187.500000	0.000000	0.000000
CG ACT 2019M05E	A19M05PRD2	OHA	1	USD	187.500000	0.000000	0.000000

Return

Correcting OHA (Deleting a Row)

Introduction

This section provides the procedures for a SPO to correct a member's OHA by deleting and re-entering an OHA row in DA.

Corrections and Timing

While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately, and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the OHA row(s) from **newest to oldest**:
1. Delete the NEWEST incorrect OHA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** OHA row(s), from **oldest to newest**.
1. Add the oldest OHA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.

It is important to take screenshots of the member's OHA row(s) before and after any corrections/deletions. This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.

In-Range vs. Out-of-Range

If the correction is In-Range (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.

If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the Submitting Trouble Tickets with Supporting Images user guide.

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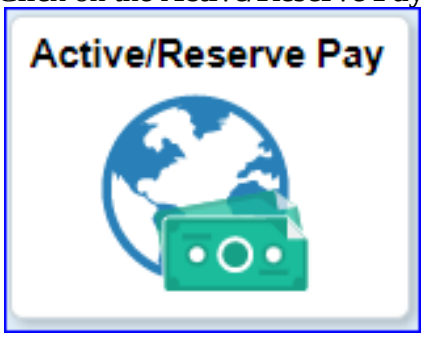
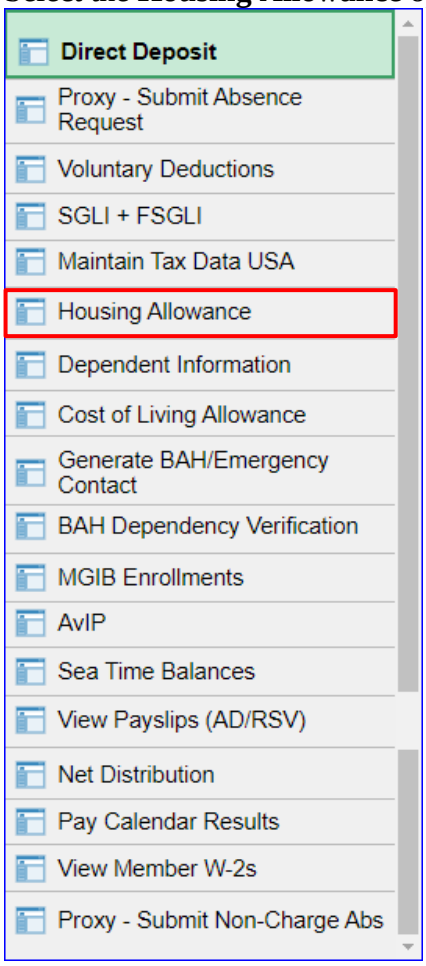
Correcting OHA (Deleting a Row), Continued

Procedures See below.

Step	Action
1	Click on the **Active/Reserve Pay** Tile. 
1.5	Select the **Housing Allowance** option. 

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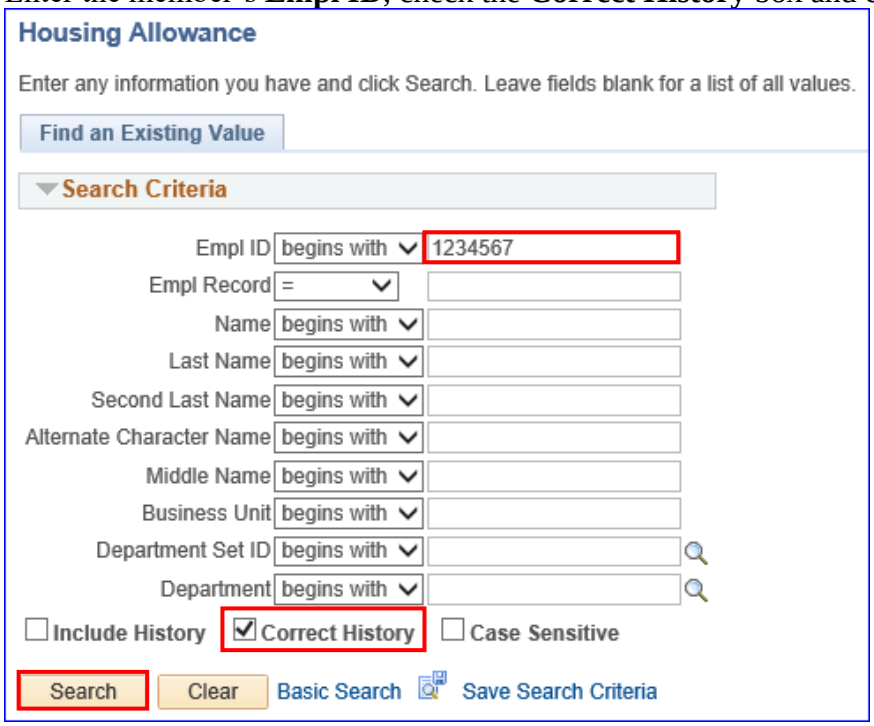
Correcting OHA (Deleting a Row), Continued

Procedures, continued

Step	Action
2	Enter the member's **Empl ID**, check the **Correct History** box and click **Search**. 

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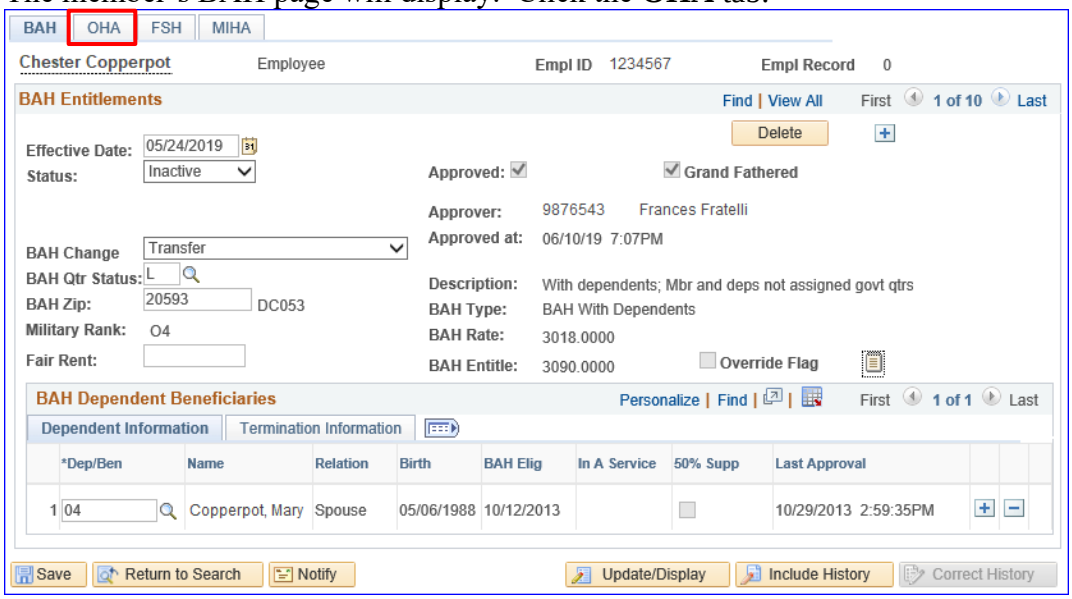
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
3	The member's BAH page will display. Click the **OHA** tab.



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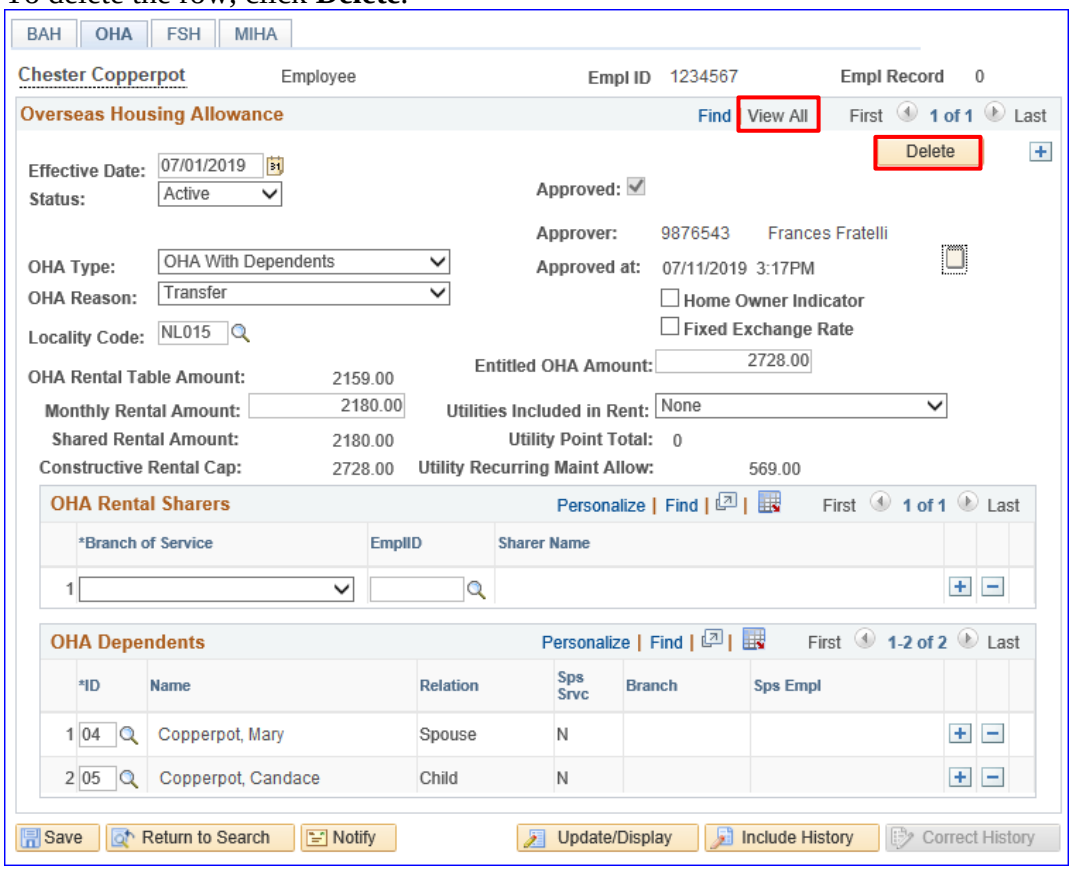
Correcting OHA (Deleting a Row), Continued

Procedures, continued

Step	Action
4	The member's current OHA row will display. If the member has more than one OHA row, click **View All** to display all of the rows. In this example, the member's OHA was erroneously started on 07/01/2019. The Effective Date should be 07/07/2019. Because the effective date is incorrect, this row will need to be deleted and re-entered with the correct date. If multiple rows need to be deleted, follow the instructions outlined in the Corrections and Timing section of this guide. **IMPORTANT: It is important to take screenshots of the member's OHA row(s) before and after any corrections/deletions.** This is especially important if the correction is Out-of-Range. The screenshots are required to be attached to the PPC Trouble Ticket. To delete the row, click **Delete**. 

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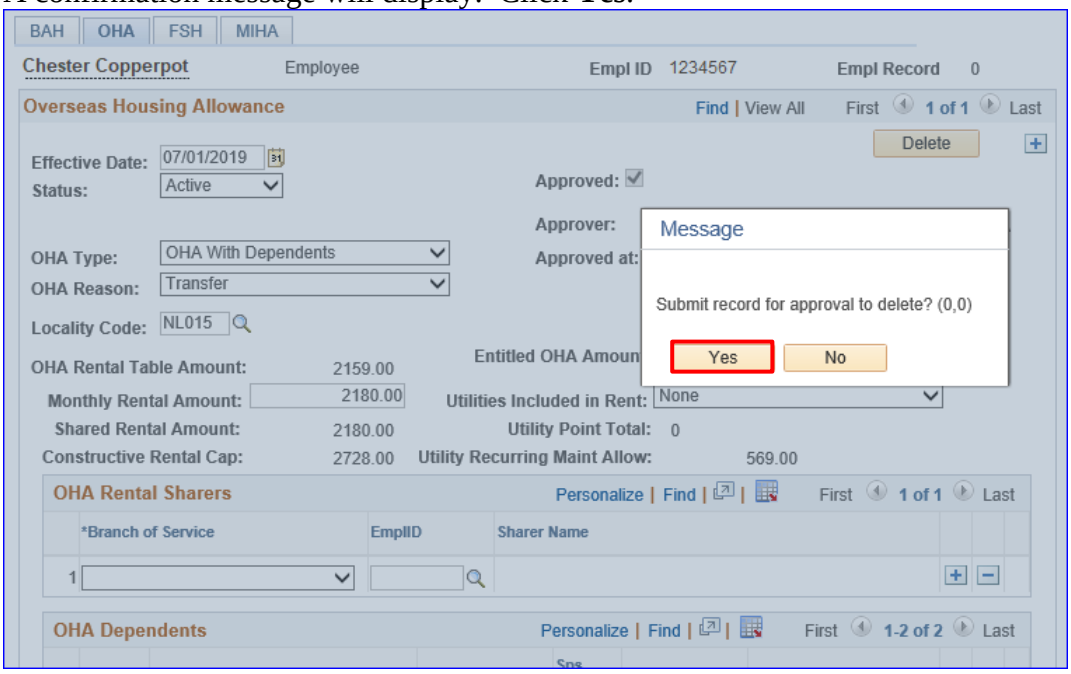
Correcting OHA (Deleting a Row), Continued

Procedures, continued

Step	Action
5	A confirmation message will display. Click **Yes**. 

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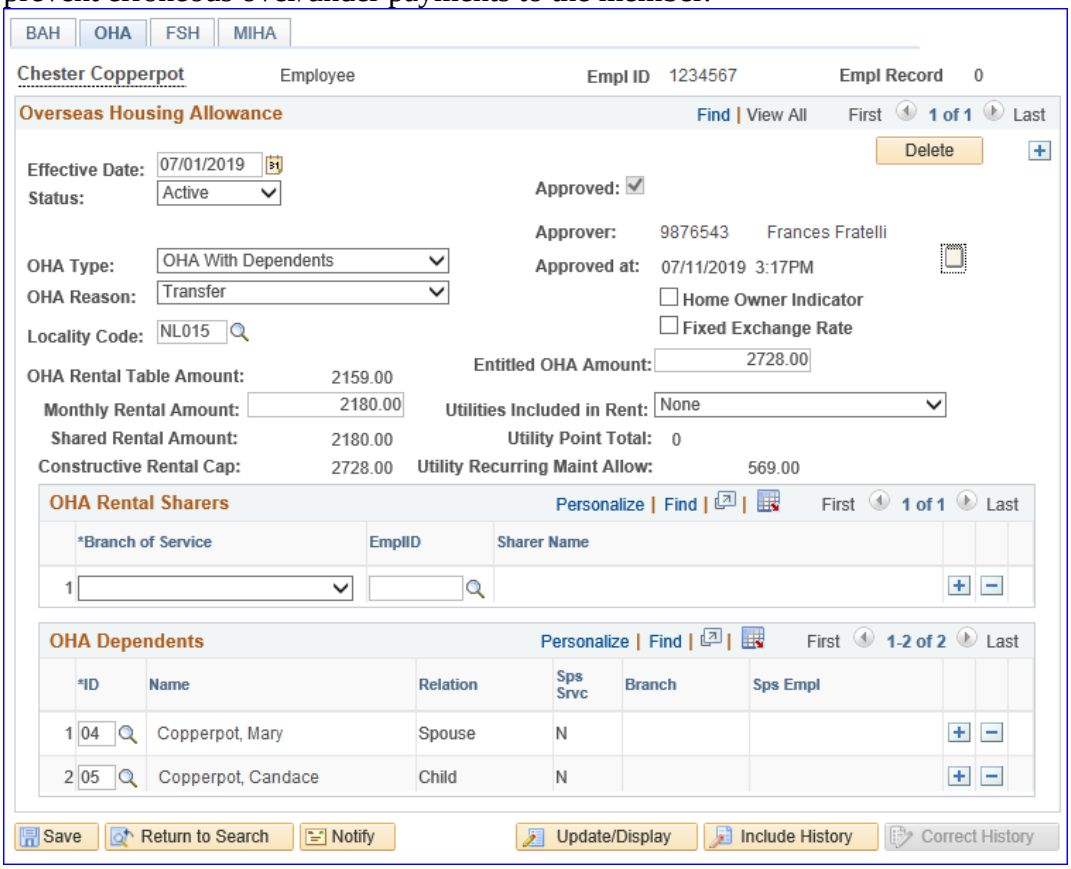
Correcting OHA (Deleting a Row), Continued

Procedures, continued

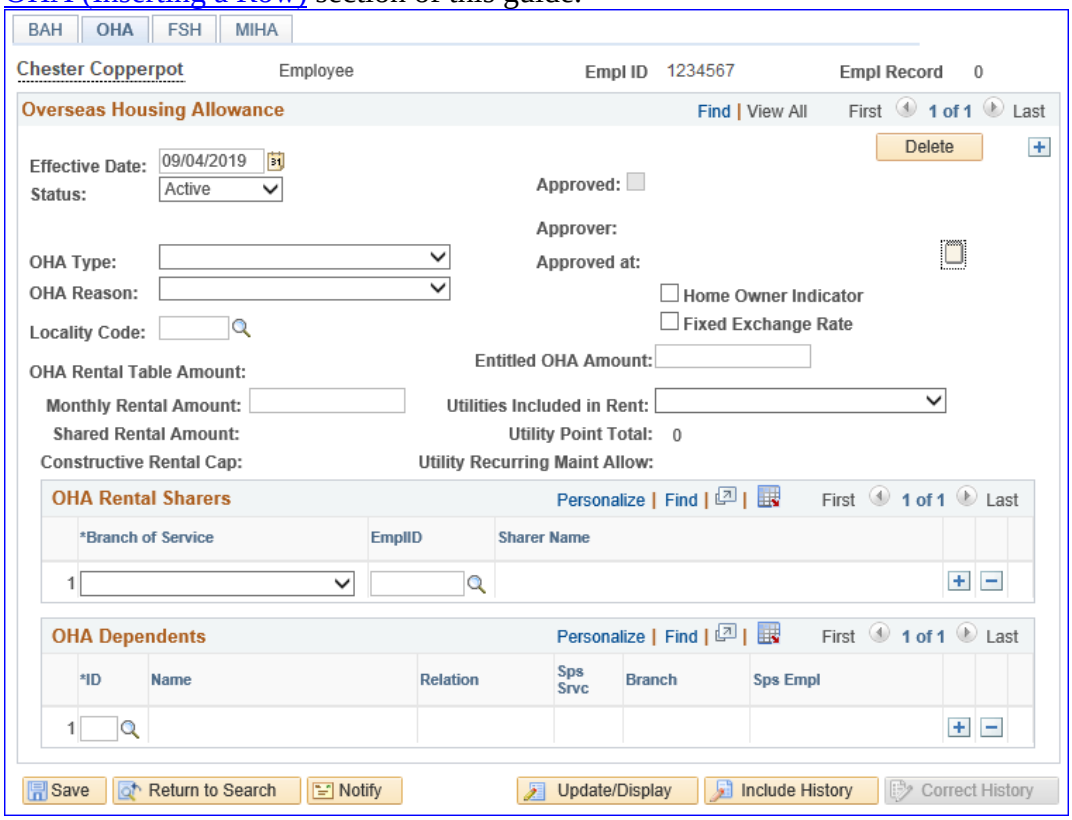
Step	Action
6	The Delete Request has been forwarded to the SPO tree for approval. The OHA row will continue to display until the deletion is approved. Notify the SPO Auditor the Delete Request is awaiting approval. **Remember:** When working a correction that requires deleting and/or inserting rows, the corrections should be processed within 10 minutes of each other to prevent erroneous over/under payments to the member.



Continued on next page

Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
7	Once the Delete Request has been approved, return to the member's OHA page (follow Steps 1-4). In this example, the member only had the one OHA row which was deleted; therefore the member no longer has a current OHA row. If the correction requires an OHA row to be inserted, please see the Correcting OHA (Inserting a Row) section of this guide. 

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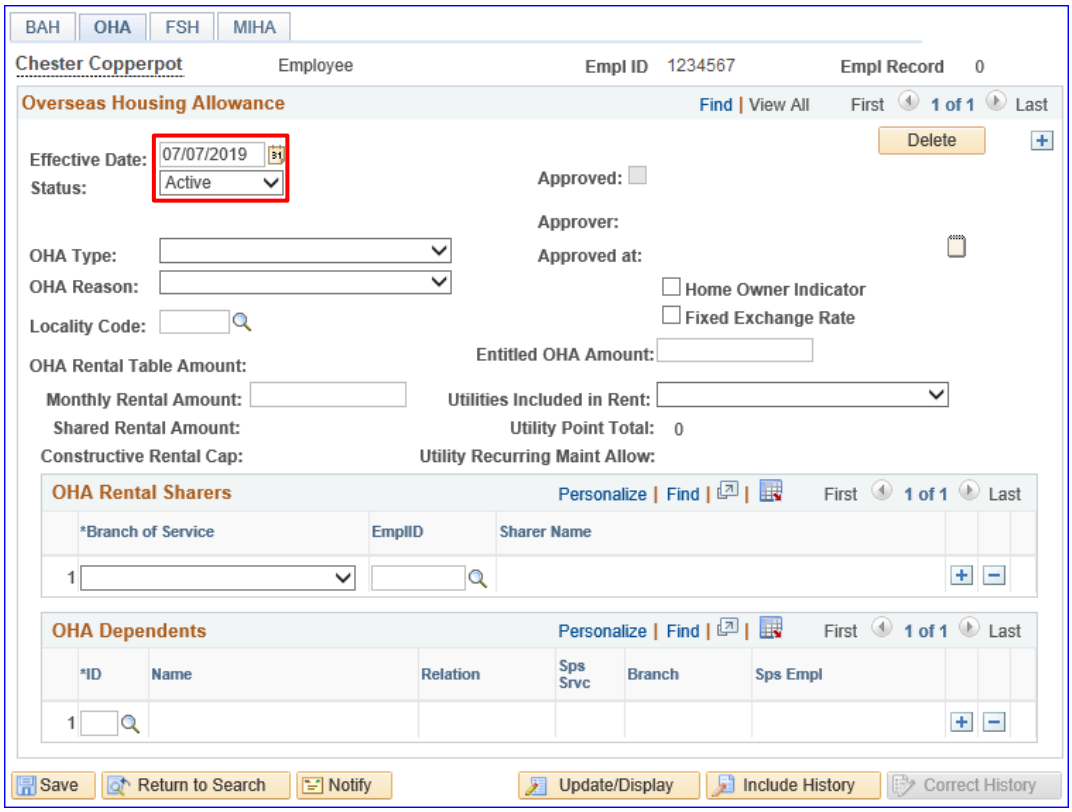
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
8	Enter the correct **Effective Date** and ensure the **Status** indicates Active.



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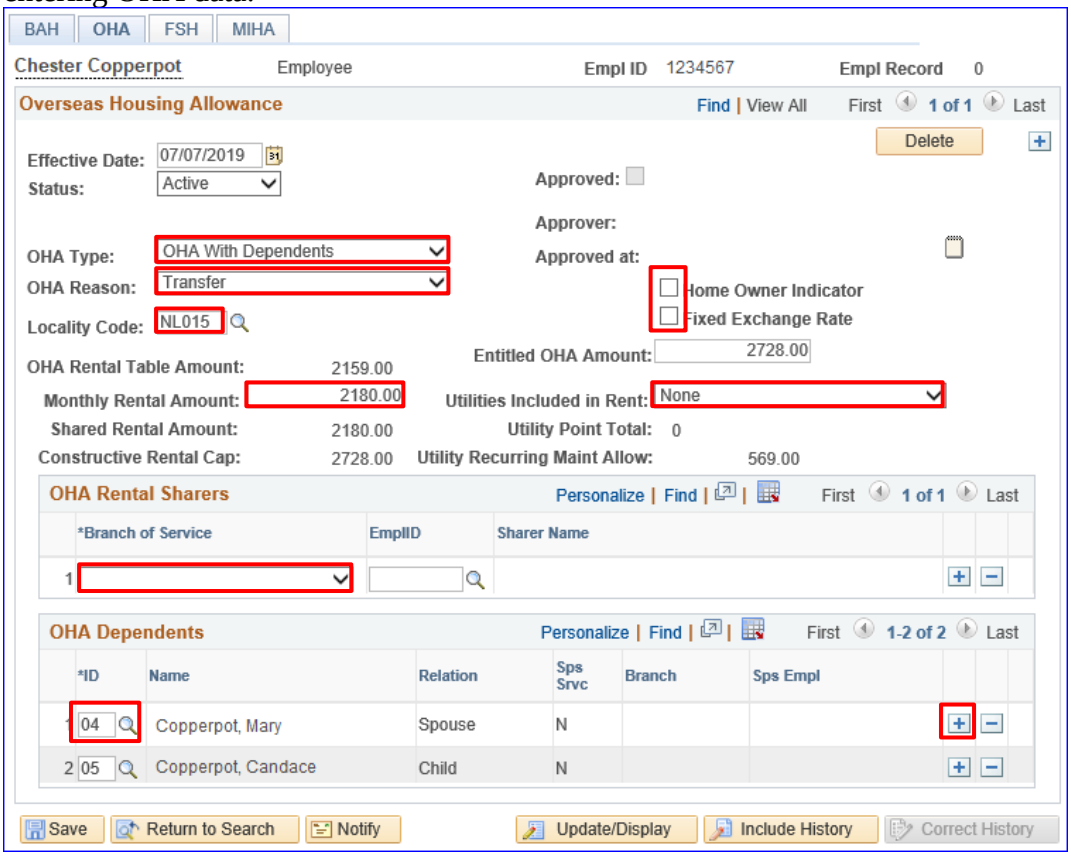
Correcting OHA (Deleting a Row), Continued

Procedures, continued

Step	Action
9	Using the screenshot of the deleted row, complete the following fields: • Using the drop-down, select the appropriate **OHA Type**. • Using the drop-down, select the appropriate **OHA Reason**. • Enter the **Locality Code** or use the lookup. • Enter the **Monthly Rental Amount**. • Check the **Home Owner Indicator** box or **Fixed Exchange Rate** as necessary. • Using the drop-down, select the appropriate **Utilities Included in Rent**. • Enter any **OHA Rental Sharers** if the member is sharing the monthly rental expenses with another person. • Enter any **OHA Dependents** if the member has BAH eligible dependents residing with them at the rental location. **Note:** Refer to the Starting Overseas Housing Allowance for more information on entering OHA data. 

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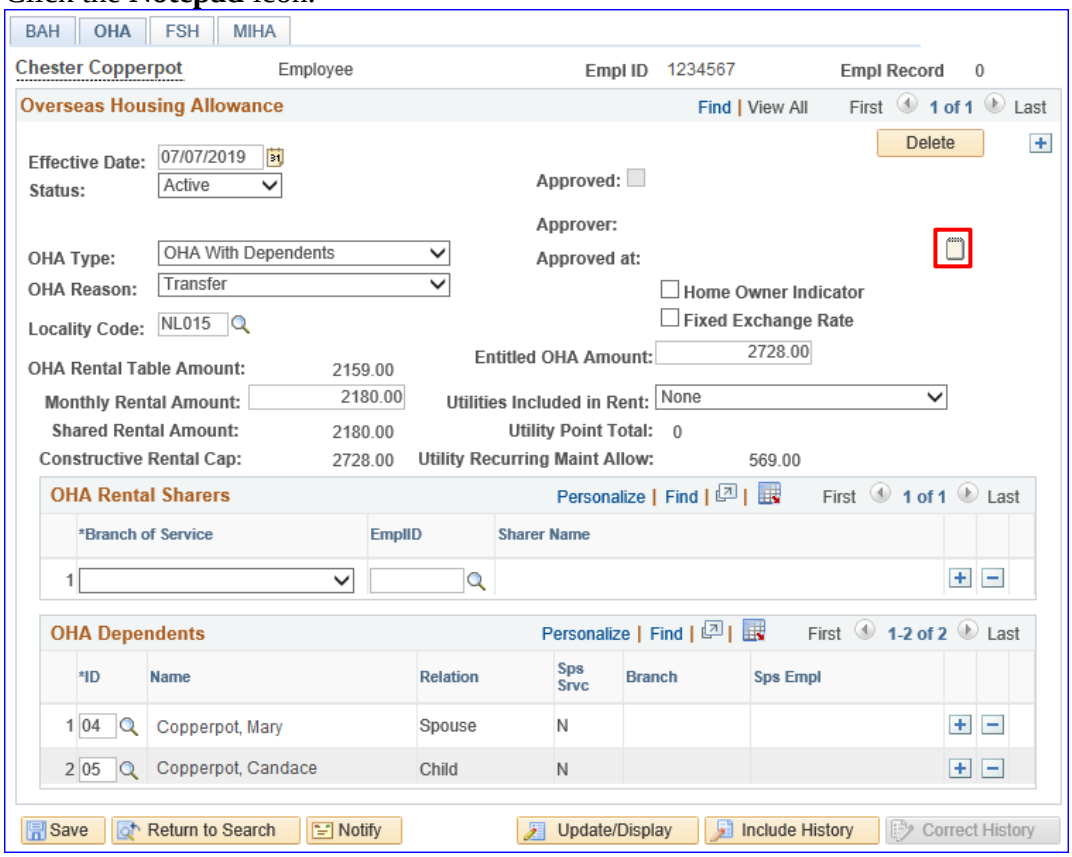
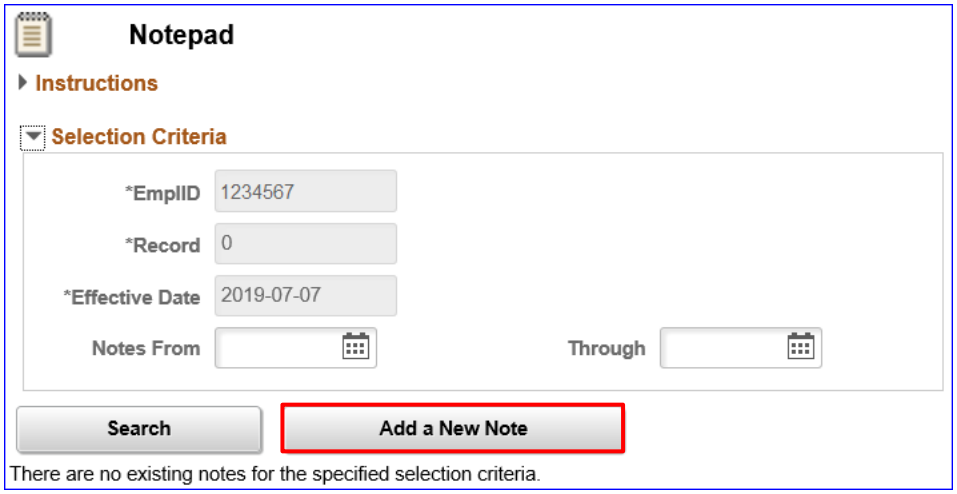
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
10	Click the **Notepad** icon. 
11	Select **Add a New Note**. 

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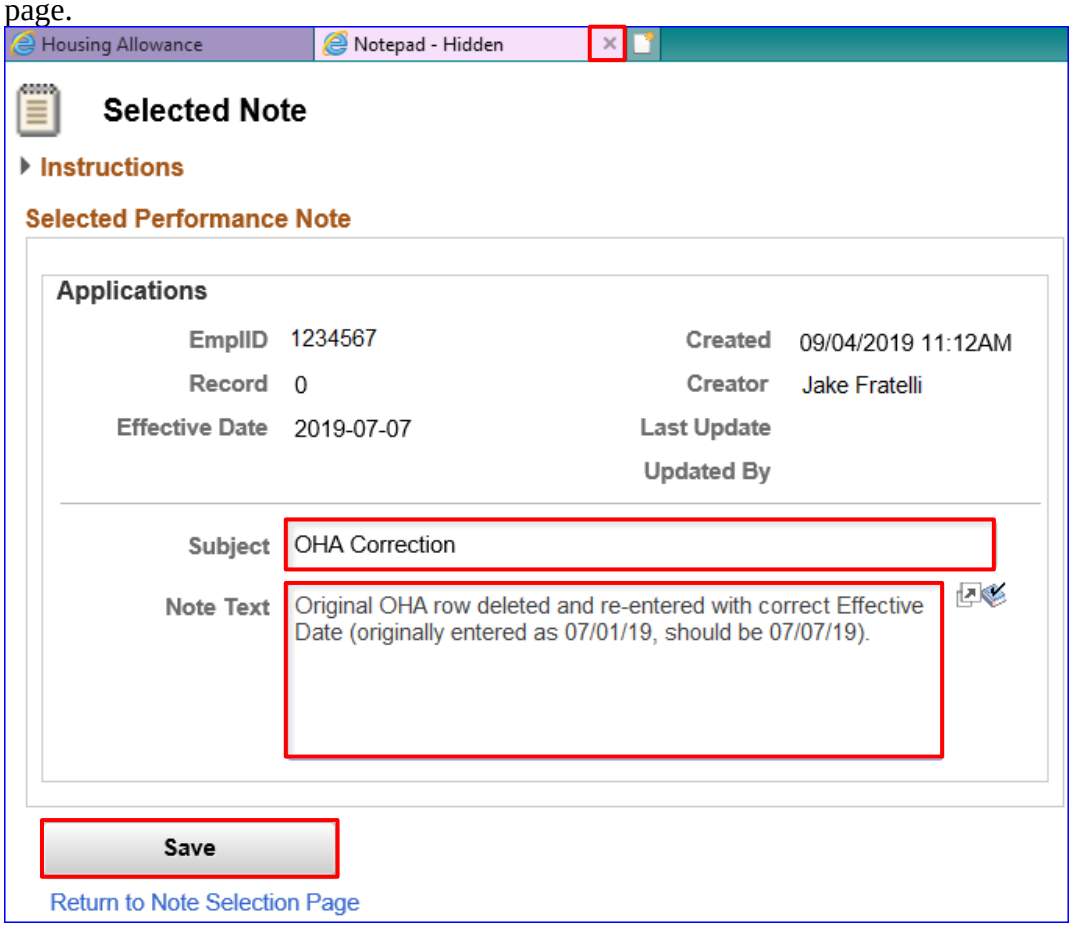
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
12	Enter a **Subject** and **Note Text** describing the reason for the OHA correction. Click **Save**. Upon saving, '**X**' out of the winding to return to the member's OHA page.



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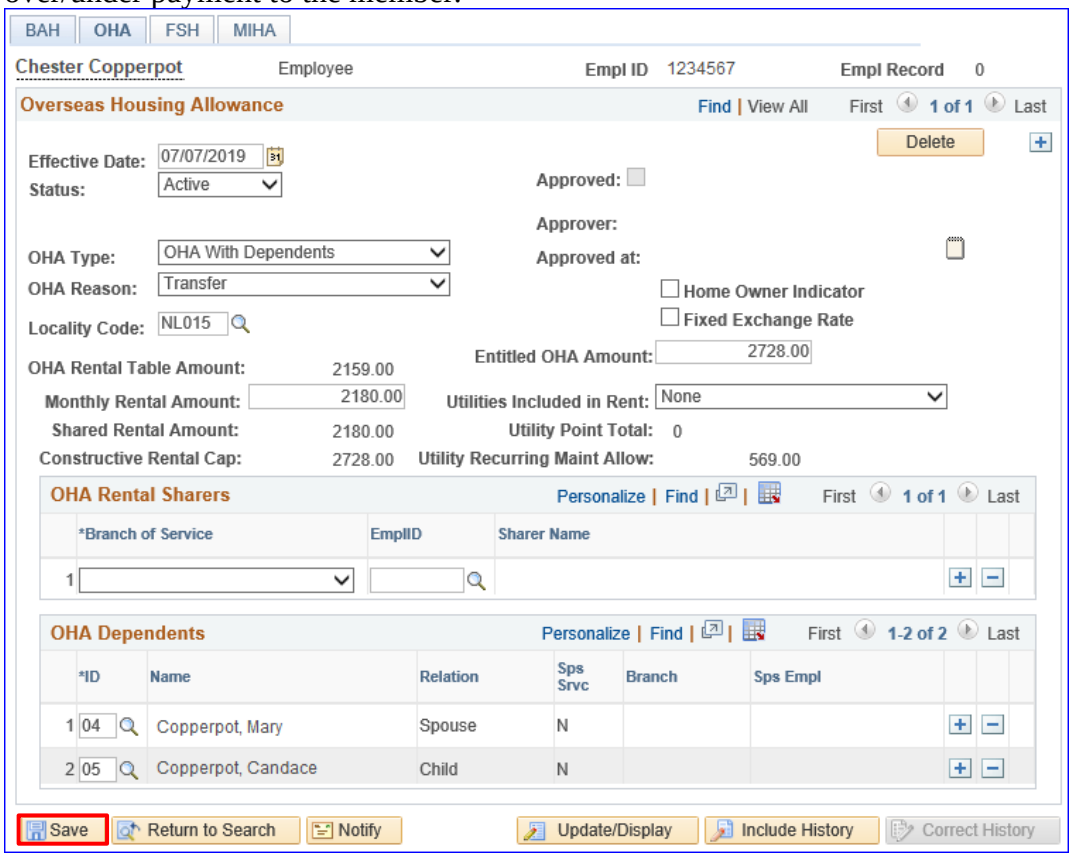
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
13	Click **Save**. The request will be forwarded to the SPO tree for approval. It is important the OHA request be approved **immediately** to prevent an erroneous over/under payment to the member.



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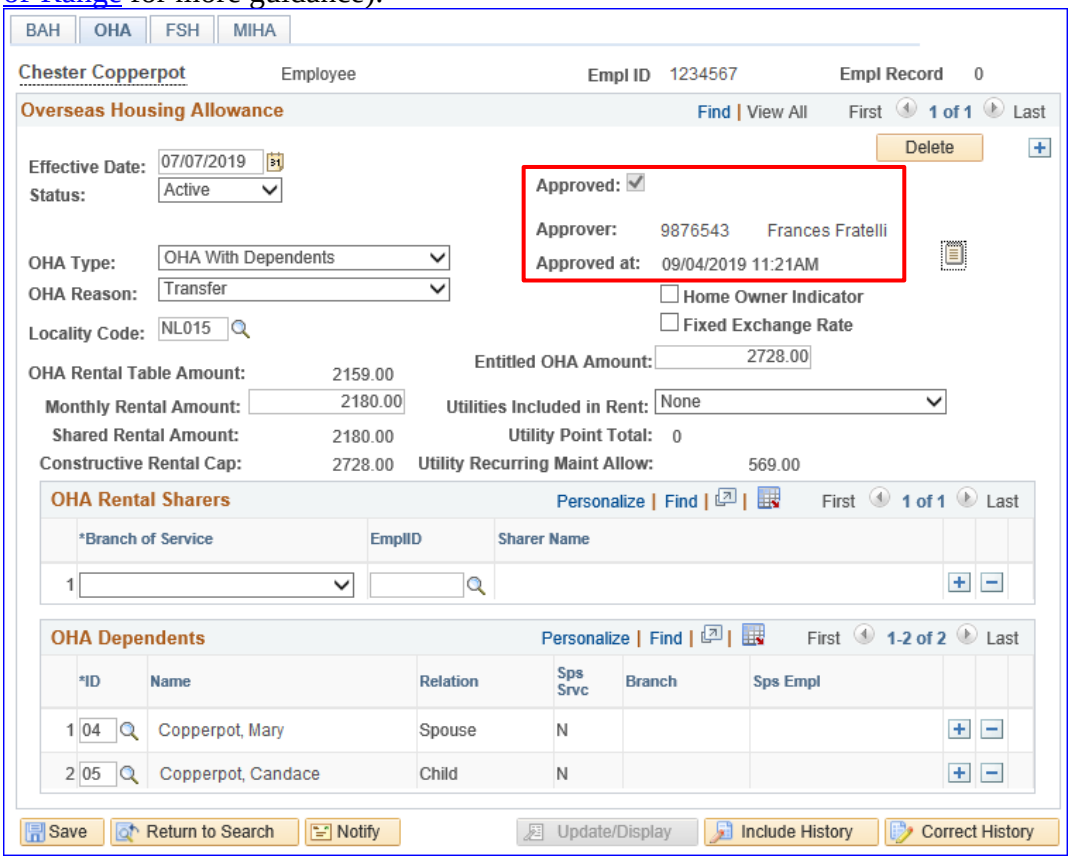
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
14	Per Email ALSPO B/19, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the Pay Calculation Results user guide for more information on navigating, reviewing, and validating pay transactions (see Steps 15-17 to view the Pay Calculation Results for the example used in this section). Remember, if this correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes **MUST** be reported to **PPC Customer Care** to be processed manually (see In-Range vs. Out-of-Range for more guidance). 

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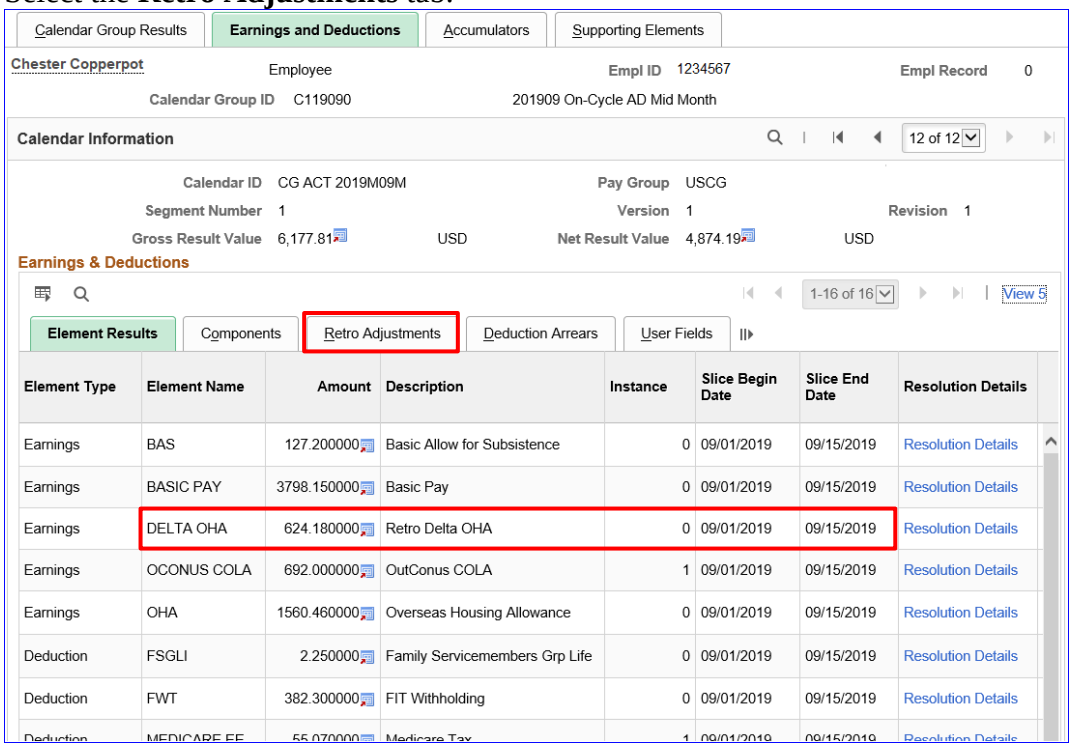
Correcting OHA (Deleting a Row), Continued

Procedures,
continued

Step	Action
15	In this example, the member's OHA was corrected to reflect the correct Effective Date of 07/07/2019 vice 07/01/2019. Because the correction effected a previous pay calendar, the Pay Calculation Results indicate the correction in Retro Adjustments (see the DELTA OHA Element). Select the **Retro Adjustments** tab.

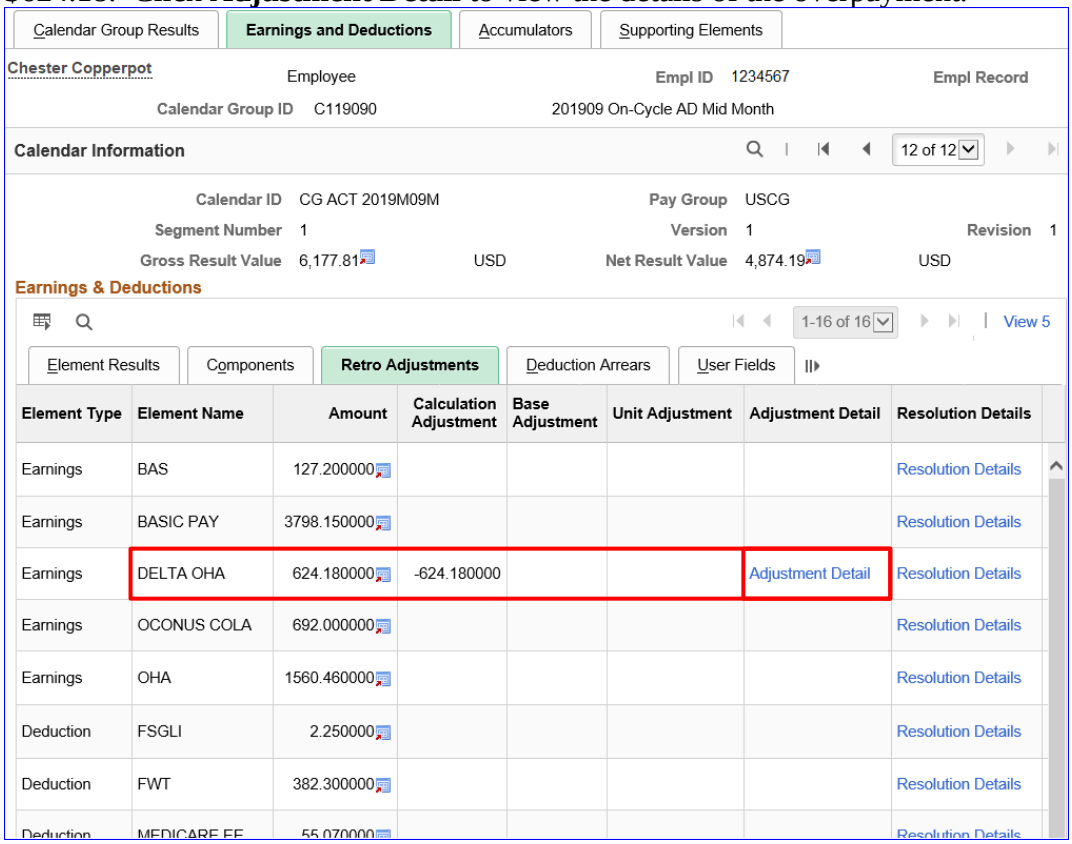


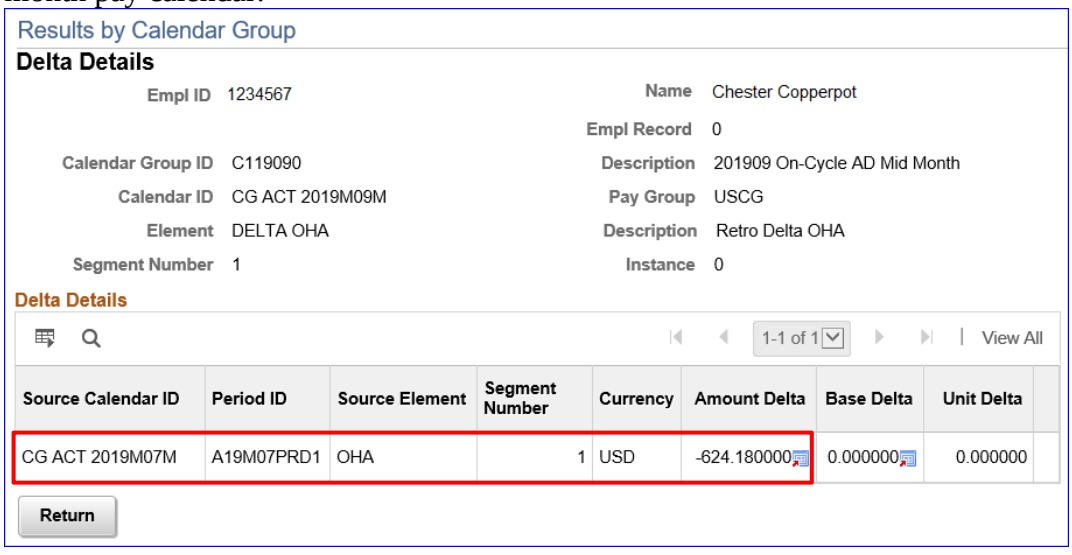
Continued on next page

Correcting OHA (Deleting a Row), Continued

Procedures, continued

Step	Action
16	Retro Adjustments indicate a **DELTA OHA** overpayment in the amount of $624.18. Click **Adjustment Detail** to view the details of the overpayment.
17	The Delta Details show the overpayment of $624.18 applied to the July 2019 mid-month pay calendar.





Approving an OHA Correction

Introduction

This section provides the procedures for a SPO to approve an OHA request in DA.

In-Range vs. Out-of-Range

If the correction is In-Range (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.

If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the Submitting Trouble Tickets with Supporting Images user guide.

Corrections and Timing

While some OHA fields are editable and allow corrective action, if any dates require correction, the incorrect row must be deleted. The deletion must be approved immediately, and a new OHA row entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the OHA row(s) from **newest to oldest**:
1. Delete the NEWEST incorrect OHA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** OHA row(s), from **oldest to newest**.
1. Add the oldest OHA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.

It is important to take screenshots of the member's OHA row(s) before and after any corrections/deletions. This is especially important if the correction is Out-of-Range. These screenshots are required to be attached to the PPC Trouble Ticket.

Continued on next page

Approving an OHA Correction, Continued

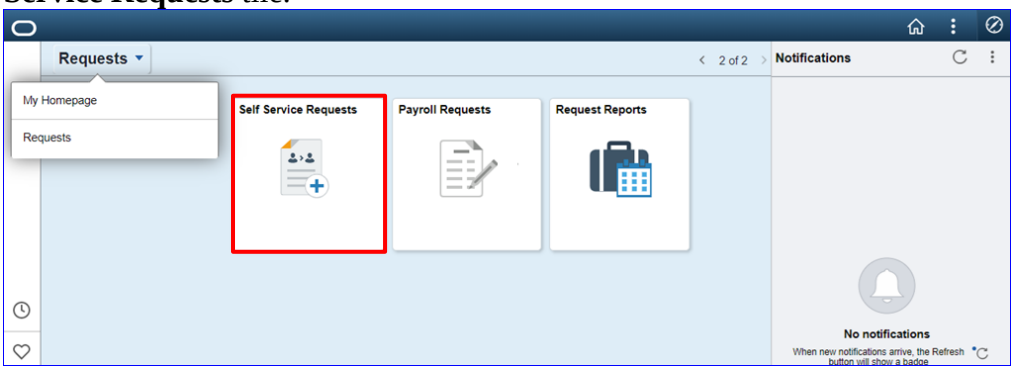
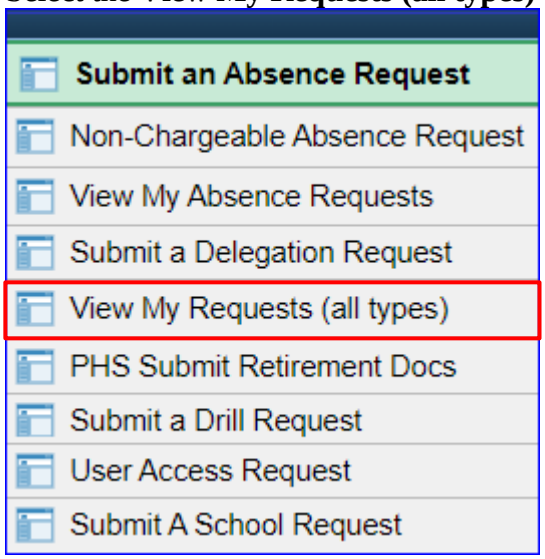
Auditing Standards

Email ALSPO B/19 implemented a standard business process for submitting and validating pay transactions entered by Servicing Personnel Offices (SPOs). See the following user guides for navigating, identifying, and researching pay transactions:

- Pay Calculation Results
- One Time Positive Input (OTPI)
- Element Assignment by Payee (EABP)

Procedures

See below.

Step	Action
1	After selecting **Requests** from the My Homepage drop-down, click on the **Self Service Requests** tile. 
1.5	Select the **View My Requests (all types)** option. 

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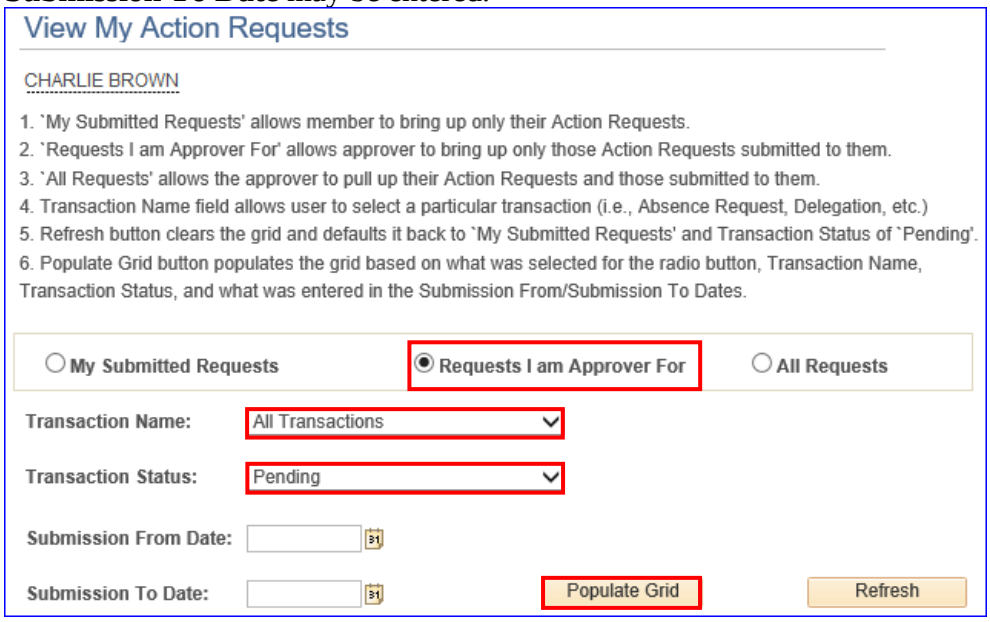
Approving an OHA Correction, Continued

Procedures, continued

Step	Action
2	Select the **Requests I am Approver For** radio button. Using the drop-down, change the **Transaction Name** to OHA Approval or leave as All Transactions. Leave the **Transaction Status** as Pending and click **Populate Grid**. **Note:** To narrow the search results, a **Submission From Date** and/or a **Submission To Date** may be entered. 

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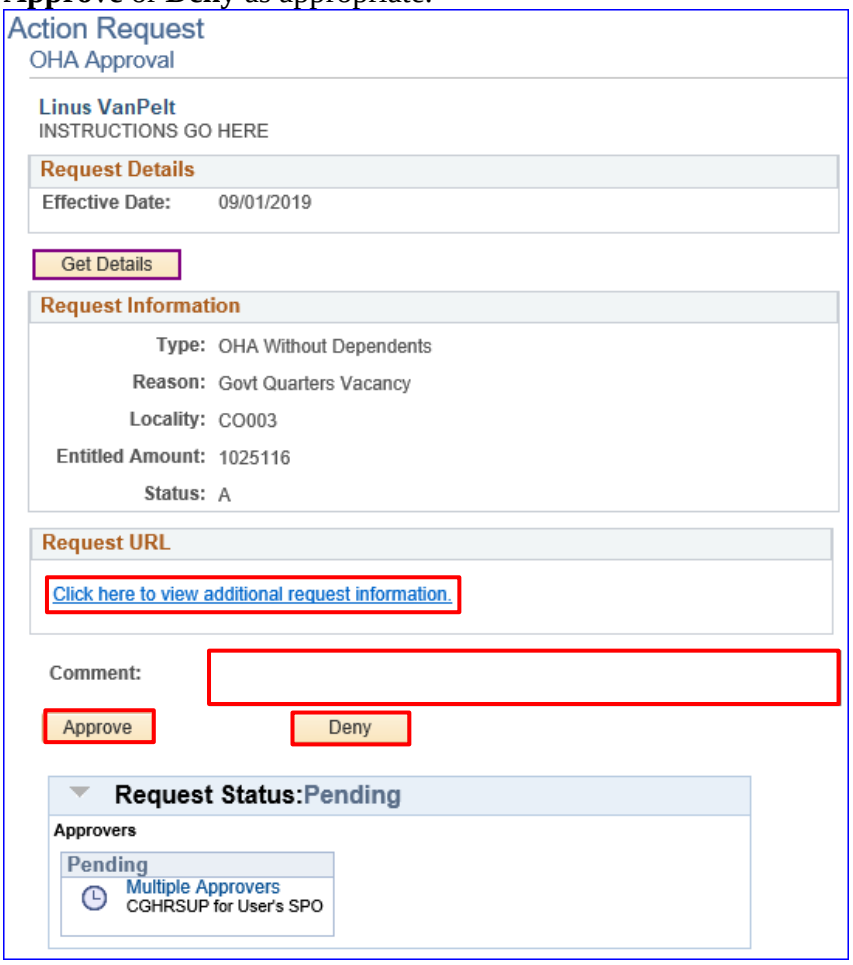
Approving an OHA Correction, Continued

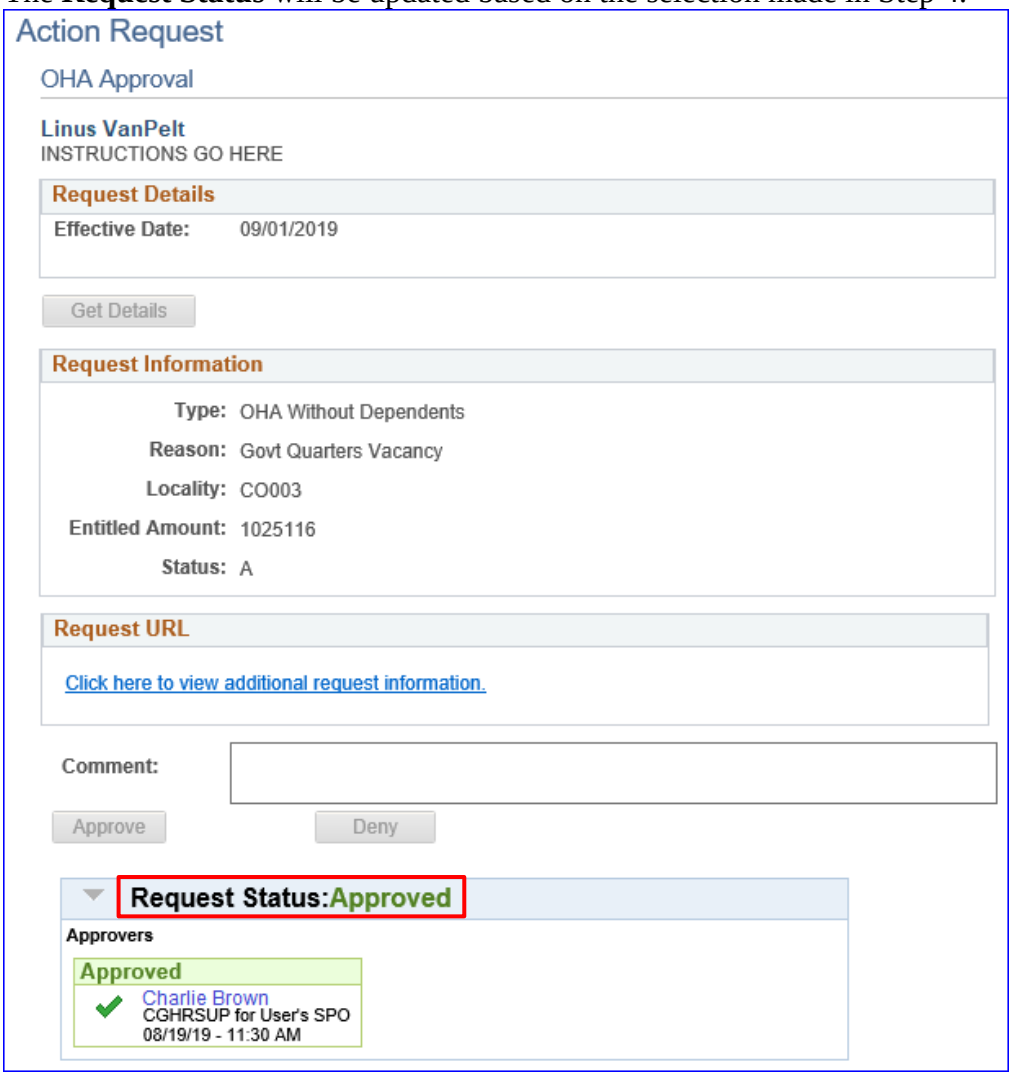
Procedures, continued

Step	Action
3	Locate the OHA request to be approved and click **Approve/Deny**.
4	The request will display. Select the "**Click here to view additional request information**" link to view the details of the OHA request. Enter any **comments** as needed (required if denying the request) and click **Approve** or **Deny** as appropriate. 

Continued on next page

Approving an OHA Correction, Continued

Procedures, continued

Step	Action
5	The **Request Status** will be updated based on the selection made in Step 4. 
6	Per Email ALSPO B/19, once the OHA request has been approved, it is important to review the member's Pay Calculation Results to ensure the pay transaction processed correctly. Please see the Pay Calculation Results user guide for more information on navigating, reviewing, and validating pay transactions. Remember, if this correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes **MUST** be reported to **PPC Customer Care** to be processed manually (see In-Range vs. Out-of-Range for more guidance).