Pay Corrections Action Request

Introduction   This guide provides the procedures to correct, stop, or cancel (delete) pay entitlements using the Pay Corrections action request in Direct Access (DA).

The pay entitlements that can be corrected using the Pay Corrections Action Request include:
- Assignment Pay
- Basic Allowance for Subsistence II
- Board Certified Pay
- COLA Unique
- COMRATS (meal allowance for Cadets)
- Crew Flight Pay
- Career Sea Pay
- Career Sea Pay Premium
- Diving Duty Pay
- Discount Meal Rate (CGSMR)
- DMR Refund (Refund of Missed Meals)
- Flight Deck Hazardous Duty Pay
- Foreign Language Proficiency Pay (Each FLPP test result will need its own EABP Instance via payroll action request. **DO NOT** correct the End Date on the existing test score.)
- Family Separation Allowance
- Hardship Duty Pay – Location
- HDIP Visit Board Search and Seizure
- Hostile Fire/Imminent Danger Pay
- Health Profession Incentive
- Health Profession Board Crt IP
- HDIP High Pressure Chamber
- Non-Crew Flight Pay
- Optometrist/Veterinarian Pay
- Special Duty Assignment Pay
- Special Duty Pay
- Variable Special Pay

Pay Corrections Action Request, Continued

When to Use Pay Corrections

STOP: The above listed pay entitlements are started using the appropriate payroll action request. Normally, they will be started with an open stop or end date. The Pay Corrections Action Request is used to shutdown these entitlements when necessary. These transactions **require an End Date** to be entered to STOP the transaction (do **NOT** use CANCEL to stop a previously authorized transaction – this will result in an erroneous debt to the member). Some instances include:

- Member departs unit on terminal leave.
- Member is no longer eligible for the special pay or allowance.
- Entitlement was started in connection with a TDY assignment which has ended.

CORRECT: If one of the above listed pay entitlements was submitted and approved with an incorrect date it can be corrected using the Pay Corrections Action Request. However, **and this is very important,** do **not** correct a payroll entitlement that has **not** processed through a payroll calculation yet. If you need to correct an entitlement that has **not** processed through a payroll calculation, **cancel (delete)** it, then resubmit it with the correct information.

Other fields, such as a type or code associated with an entitlement, cannot be corrected. The transaction will have to be cancelled (deleted) and resubmitted with the correct type or code. Once the cancellation is approved, the SPO technician can submit a new transaction using the correct type or code.

For example, Special Duty Pay (SDP) type CGCYB03 is started for a member but it is later determined the SDP type should've been started for CGCYB06 instead. The current SDP needs to be cancelled and a new SDP action request will need to be started using the correct SDP type, CGCYB06. Payroll will handle the credits/deductions accordingly (see In-Range vs. Out-of-Range section for more information on when to notify PPC of a correction).

NOTE: RMM transactions submitted with the incorrect number of meals **or** a transaction that has crossed pay calendars **cannot** be corrected. The SPO **must cancel** the incorrect transaction and **resubmit** with the correct number of missed meals for each pay calendar.

CANCEL (DELETE): If a pay entitlement was erroneously submitted and approved (**e.g. member was not entitled**), the entire transaction should be cancelled (deleted) using the Pay Corrections Action Request. Approved transactions that require a correction but have **not** been processed through a payroll calculation must also be cancelled (deleted) and resubmitted as appropriate.

Pay Corrections Action Request, Continued

When to Use Pay Corrections, continued

Very Important: If cancelling a transaction due to a correction of a code or other value, be sure to input the new transaction in the same pay cycle, preferably within 10 minutes of the cancellation. <mark>Cancelling an instance of a pay element will reverse all amounts paid or deducted in prior finalized calendars.</mark>

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.

Stopping Coast Guard Standard Meal Rate (CGSMR)

For members assigned to EUM/ESM/CSP eligible units, the PCS departing endorsement will automatically stop CGSMR deductions the day prior to departure, but **CGSMR MUST BE MANUALLY STOPPED**:
- The day prior to a Reservist departing an EUM/ESM unit.
- The day prior to a galley closure at an EUM/ESM unit (see SMR Batch Process user guide for stopping/starting SMR for multiple members).
- The day prior to departure on terminal leave, with no intention of returning to the unit.
- The day prior to departing to a processing point/permissive orders, with no intention of returning to the unit.
- During Inclusive dates of TDY **away** from EUM/ESM/CSP eligible unit (and **not** TDY to EUM/ESM/CSP eligible unit, field duty, or group travel).
- During Inclusive dates of leave.
- During Inclusive dates of hospitalization.

Continued on next page

Pay Corrections Action Request, Continued

CG-7220G   The SPO cannot stop CGSMR collections without a CG-7220G form or a memo authorized by CG-1332.

In addition, the bottom section of the CG-7220G form must be completed by the Pay Tech and the SPO Auditor to document the effective dates that CGSMR collection is stopped and when CGSMR collection is restarted.

SPO Data Entry Technician Signature: *(Transaction Entered)*	SPO Auditor Signature: *(Transaction Approved)*	Date
1. Galley closed. CGSMR collection suspended. Effective Date:	2. Galley operational. CGSMR deduction collection applied. Effective Date:	

This is especially important because the dates authorized by CG-1332 are often amended by the Unit. The CG-7220G form, or memo authorization, must be filed in Part 3 of the SPO-PDR as supporting documentation for the pay action.

For TDY periods or galley closures when a member has CGSMR running, the Unit should suspend (stop) CGSMR. Upon the member's return or the galley re-opening, CGSMR should be re-started by the Unit.

Auditing Standards   Chapter 11.A of the 3PM 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)
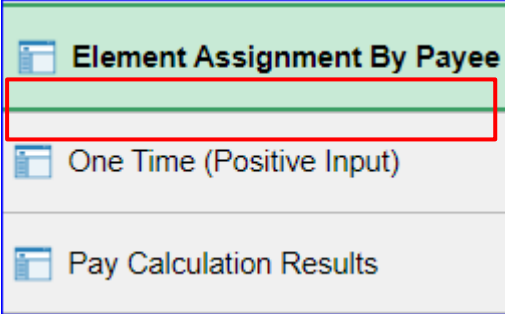
Pay Corrections Action Request, Continued

Procedures   See below.

Step	Action
1	The Instance number of the pay transaction must be obtained before processing a correction using the Pay Corrections Action Request. Click on the **Pay Processing Shortcuts** tile. Pay Processing Shortcuts
2	The **Element Assignment By Payee** option will automatically display. Element Assignment By Payee One Time (Positive Input) Pay Calculation Results

Pay Corrections Action Request, Continued

Procedures,
Continued

Step	Action
3	Enter the member's **Empl ID** and click **Search**.

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
4	A list of the member's EABPs will display. It may be necessary to click the **Expand** icon to display the Instance Number.

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
5	Locate the Element Name requiring the correction. In this example, a correction is required to the Special Duty Pay transaction. Verify the Begin and/or End Dates and make a note of the **Instance** number. Return to the DA home page.

Element Assignment By Payee

Eddie Brock   ID   1234567   Empl Record   0

Selection Criteria

Category		Select with Matching Criteria
Entry Type	Element Name	Clear
As of Date		

Assignments

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Element Name	Description	Process Order	Begin Date	End Date	Active	Instance	Recipient Tag
CSEAPAY PREM	Career Sea Pay Premium	999	03/23/2017	07/19/2018	✓	1	
FSA	Family Separation Allowance	999	05/24/2018	07/19/2018	✓	5	
DMR	Discount Meal Rate	999	09/17/2014	03/11/2018	✓	1	
DMR	Discount Meal Rate	999	05/21/2018	07/18/2018	✓	2	
DMR	Discount Meal Rate	999	06/18/2019		✓	3	
IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	✓	3	
IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	✓	4	
DMR REFUND	DMR Refund	999	08/01/2017	08/07/2017	✓	1	
SP DUTY PAY	Special Duty Pay	999	10/03/2019		✓	1	

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
6	Click on the **AD/RSV Payroll Workcenter** tile.
7	Scroll down and select the **Pay Corrections** option.

Pay Corrections Action Request, Continued

Procedures, continued

Step	Action
8	Enter the member's **Empl ID** and click **Add**. **Add Action Request** Add a New Value *Empl ID 1234567 Empl Record 0 Add
9	The Submit Pay Correction Action Request will display. Using the lookup, select the appropriate **Pay Element**. **Action Request** Submit Pay Correction **Eddie Brock** 1. Choose the Pay Element and Instance to correct. View a member's pay elements and instance numbers using the Element Assignment by Payee link on the home page. 2. Press Get Details button. If no results appear, the Pay Element - Instance # combination is invalid and will not be able to be submitted. 3. Enter a new Begin Date and/or End Date. Choose "Yes" in the Cancel dropdown if member was NEVER entitled to the pay element. This will cancel the pay element and uncheck the Active box in EABP. **Note:** Cancelling an instance of a pay element will retroactively reverse all amounts paid or deducted in prior finalized calendars. 4. If an amount and/or a supporting value must be corrected, stop or cancel the pay element and create a new request with the correct information. 5. Press Submit. **Request Details** Pay Element: Cancel: Instance #: New Begin Date: New End Date: Get Details **Request Information** Current Begin Date: Current End Date: Amount: Active?: Comment: Submit Resubmit Withdraw

Pay Corrections Action Request, Continued

Procedures, continued

Step	Action
9 (cont.)	Here is the list of available pay transactions that may be corrected. In this example, Special Duty Pay is being corrected.

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
10	Enter the **Instance#** obtained from the pay element on the member's EABP (step 4). Click **Get Details**. The Request Information section will populate with the details of the pay transaction. Verify the details match the pay transaction to be corrected.

Pay Corrections Action Request, Continued

Procedures, continued

Step	Action
11	To **Cancel** the pay entitlement, select **YES** from the Cancel drop-down. <mark>**ONLY** select YES if this member was **NEVER** entitled to this pay element **OR** the pay transaction has **NOT** processed through a payroll calculation</mark>:
	To **Stop** the pay entitlement or correct the end date, enter the **New End Date** and select **NO** from the Cancel drop-down:
	To **Correct** the start date of the pay entitlement, enter the appropriate **New Begin Date** and select **NO** from the Cancel drop-down:

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
12	Enter **Comments** indicating the reason for the Pay Correction Action Request and click **Submit**. **Action Request** Submit Pay Correction **Eddie Brock** 1. Choose the Pay Element and Instance to correct. View a member's pay elements and instance numbers using the Element Assignment by Payee link on the home page. 2. Press Get Details button. If no results appear, the Pay Element - Instance # combination is invalid and will not be able to be submitted. 3. Enter a new Begin Date and/or End Date. Choose "Yes" in the Cancel dropdown if member was NEVER entitled to the pay element. This will cancel the pay element and uncheck the Active box in EABP. **Note:** Cancelling an instance of a pay element will retroactively reverse all amounts paid or deducted in prior finalized calendars. 4. If an amount and/or a supporting value must be corrected, stop or cancel the pay element and create a new request with the correct information. 5. Press Submit. **Request Details** Pay Element: SP DUTY PAY Cancel: Instance #: 1 New Begin Date: New End Date: Get Details **Request Information** Current Begin Date: 10/03/2019 Current End Date: Amount: CALCULATED BY GLOBAL PAYROLL Active?: YES Comment: This member is not entitled to SDP; incorrect EMPLID used in original transaction. Submit Resubmit Withdraw

Pay Corrections Action Request, Continued

Procedures, continued

Step	Action
13	The Request Status will update to **Pending** and the request will be forwarded to the SPO tree for approval. **Important:** If the pay correction is **cancelling** a pay entitlement that requires the pay entitlement to be re-submitted, it is important to approve the cancellation and the new pay entitlement submission within the same pay cycle (preferably within 10 minutes of each other to ensure the member does not receive an erroneous over/under payment). **Remember:** If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year): Enter the correction into DA using the steps provided 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, Out-of-Range Trouble ticket, see the Submitting Trouble Tickets with Supporting Images user guide. **Request Status:** Pending ⊙ View/Hide Comments 1 Pending 🕐 Multiple Approvers CGHRSUP for User's SPO Comments Eddie Brock at 10/16/2019 - 8:53 AM This member is not entitled to SDP; incorrect EMPLID used in original transaction.

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
14	Once the correction has been approved, it is important to review the EABP to ensure the correction processed correctly. Repeat Steps 1-4 to navigate to the member's EABPs. In this example, the SDP was cancelled because the member was NEVER authorized this entitlement. The Active box is no longer checked, and all SDP monies paid to the member will be collected. **Element Assignment By Payee** Eddie Brock ID 1234567 Empl Record 0 **Selection Criteria** Category [Select with Matching Criteria] Entry Type Element Name [Clear] As of Date **Assignments** 1-19 of 19 [Elements] [Recipient] | Element Name	Description	Process Order	Begin Date	End Date	Active	Instance
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CSEAPAY PREM	Career Sea Pay Premium	999	03/23/2017	07/19/2018	☑	
FSA	Family Separation Allowance	999	05/24/2018	07/19/2018	☑	
DMR	Discount Meal Rate	999	09/17/2014	03/11/2018	☑	
DMR	Discount Meal Rate	999	05/21/2018	07/18/2018	☑	
DMR	Discount Meal Rate	999	06/18/2019		☑	
IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	☑	
IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	☑	
DMR REFUND	DMR Refund	999	08/01/2017	08/07/2017	☑	
SP DUTY PAY	Special Duty Pay	999	10/03/2019		☐		