

Pay Corrections Action Request

Introduction

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

The pay entitlements that can be corrected using the Pay Corrections Action Request include:

- Assignment Pay
- Board Certified Pay
- CGSMR (formally Discount Meal Rate)
- COLA Unique
- COMRATS (meal allowance for Cadets)
- Crew Flight Pay
- Career Sea Pay
- Career Sea Pay Premium
- Diving Duty Pay
- Flight Deck Hazardous Duty Pay
- 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
- Non-Crew Flight Pay
- Optometrist/Veterinarian Pay
- Refund of Missed Meals (RMM – formally Discount Meal Rate Refund)
- Special Duty Pay
- Variable Special Pay

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. 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.

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Pay Corrections Action Request, Continued

When to Use Pay Corrections, continued

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.

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. **Cancelling an instance of a pay element will reverse all amounts paid or deducted in prior finalized calendars.**

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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Pay Corrections Action Request, Continued

Stopping Coast Guard Standard Meal Rate (CGSMR)

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 SPO 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.

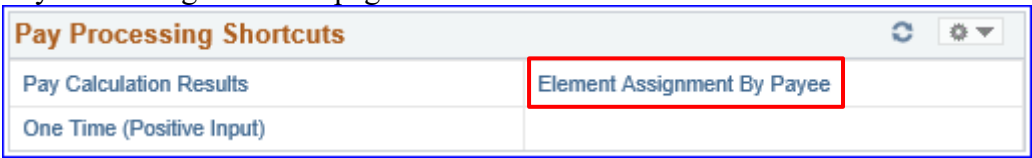
Auditing Standards

[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 \(EABP\)](#)

Procedures

See below.

Step	Action
1	<p>The Instance number of the pay transaction must be obtained before processing a correction using the Pay Corrections Action Request.</p> <p>To locate the Instance number, select Element Assignment By Payee from the Pay Processing Shortcuts pagelet.</p> 

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Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
2	<p>Enter the member's Empl ID and click Search.</p> <div style="border: 1px solid blue; padding: 5px;"> <p>Element Assignment By Payee</p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p style="text-align: center; background-color: #d9ead3; padding: 2px;">Find an Existing Value</p> <p>▼ Search Criteria</p> <p>Empl ID begins with <input type="text" value="1234567"/></p> <p>Empl Record = <input type="text"/></p> <p>Name begins with <input type="text"/></p> <p>Last Name begins with <input type="text"/></p> <p>Second Last Name begins with <input type="text"/></p> <p>Alternate Character Name begins with <input type="text"/></p> <p>Middle Name begins with <input type="text"/></p> <p>Business Unit begins with <input type="text"/></p> <p>Department Set ID begins with <input type="text" value=""/> <input type="button" value="Q"/></p> <p>Department begins with <input type="text" value=""/> <input type="button" value="Q"/></p> <p><input type="checkbox"/> Case Sensitive</p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/> Basic Search <input type="button" value="Save Search Criteria"/></p> </div>

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Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action																																																																						
3	<p data-bbox="331 472 1316 539">A list of the member’s EABPs will display. It may be necessary to click the Expand icon to display the Instance Number.</p> <div data-bbox="331 539 1401 1391" style="border: 1px solid black; padding: 5px;"> <p data-bbox="331 539 651 566">Element Assignment By Payee</p> <p data-bbox="331 577 1380 600">Eddie Brock ID 1234567 Empl Record 0</p> <p data-bbox="352 607 501 629">Selection Criteria</p> <div data-bbox="352 629 1369 741" style="border: 1px solid gray; padding: 5px;"> <p data-bbox="411 651 496 674">Category</p> <p data-bbox="411 685 496 707">Entry Type</p> <p data-bbox="411 719 496 741">As of Date</p> <p data-bbox="692 685 807 707">Element Name</p> <p data-bbox="1098 640 1326 663">Select with Matching Criteria</p> <p data-bbox="1190 685 1235 707">Clear</p> </div> <p data-bbox="331 748 448 770">Assignments</p> <p data-bbox="347 781 1374 808"> ☰ Q ◀ 1-19 of 19 ▶ </p> <div data-bbox="347 815 616 853" style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"> Elements Recipient ▶▶ </div> <table border="1" 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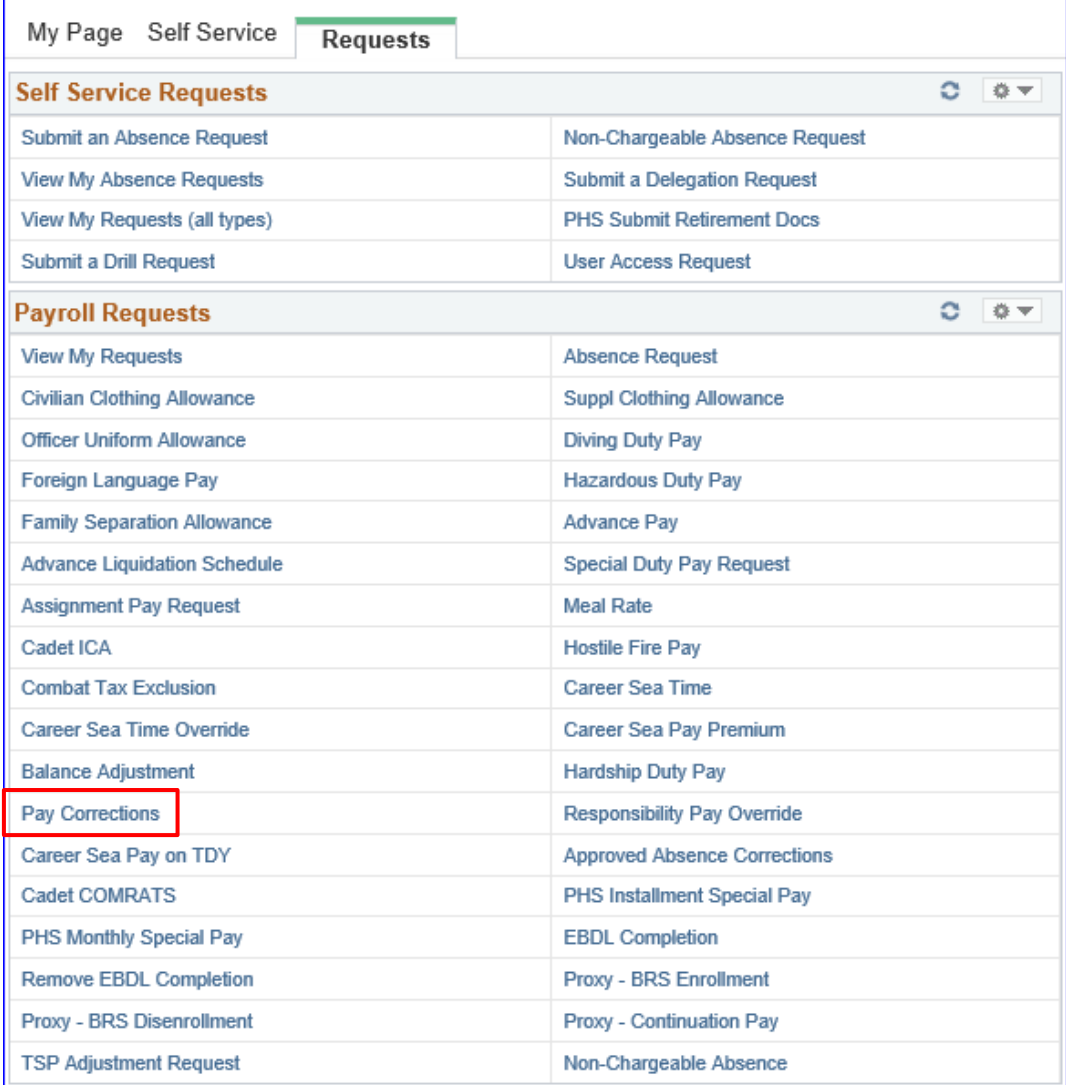
Procedures,
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4	<p>Locate the Element Name requiring the correction. In this example, a correction is required to the Special Duty Pay transaction. Verify the Begin and/or End Dates and make a note of the Instance number.</p> <p>Return to the DA home page.</p> <div data-bbox="331 654 1396 1527" style="border: 1px solid black; padding: 5px;"> <p>Element Assignment By Payee</p> <p>Eddie Brock ID 1234567 Empl Record 0</p> <p>Selection Criteria</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Category</td> <td style="width: 33%;"></td> <td style="width: 34%; text-align: right;">Select with Matching Criteria</td> </tr> <tr> <td>Entry Type</td> <td>Element Name</td> <td style="text-align: right;">Clear</td> </tr> <tr> <td>As of Date</td> <td></td> <td></td> </tr> </table> <p>Assignments</p> <p>1-19 of 19</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Element Name</th> <th>Description</th> <th>Process Order</th> <th>Begin Date</th> <th>End Date</th> <th>Active</th> <th>Instance</th> <th>Recipient Tag</th> </tr> </thead> <tbody> <tr> <td>CSEAPAY PREM</td> <td>Career Sea Pay Premium</td> <td>999</td> <td>03/23/2017</td> <td>07/19/2018</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">1</td> <td></td> </tr> <tr> <td>FSA</td> <td>Family Separation Allowance</td> <td>999</td> <td>05/24/2018</td> <td>07/19/2018</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">5</td> <td></td> </tr> <tr> <td>DMR</td> <td>Discount Meal Rate</td> <td>999</td> <td>09/17/2014</td> <td>03/11/2018</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">1</td> <td></td> </tr> <tr> <td>DMR</td> <td>Discount Meal Rate</td> <td>999</td> <td>05/21/2018</td> <td>07/18/2018</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">2</td> <td></td> </tr> <tr> <td>DMR</td> <td>Discount Meal Rate</td> <td>999</td> <td>06/18/2019</td> <td></td> <td style="text-align: center;">☑</td> <td style="text-align: center;">3</td> <td></td> </tr> <tr> <td>IN SRVC DEBT</td> <td>In-Service Debt</td> <td>999</td> <td>09/01/2018</td> <td>09/30/2018</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">3</td> <td></td> </tr> <tr> <td>IN SRVC DEBT</td> <td>In-Service Debt</td> <td>999</td> <td>09/01/2018</td> <td>09/30/2018</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">4</td> <td></td> </tr> <tr> <td>DMR REFUND</td> <td>DMR Refund</td> <td>999</td> <td>08/01/2017</td> <td>08/07/2017</td> <td style="text-align: center;">☑</td> <td style="text-align: center;">1</td> <td></td> </tr> <tr style="border: 2px solid red;"> <td>SP DUTY PAY</td> <td>Special Duty Pay</td> <td>999</td> <td>10/03/2019</td> <td></td> <td style="text-align: center;">☑</td> <td style="text-align: center; border: 2px solid red;">1</td> <td></td> </tr> </tbody> </table> </div>	Category		Select with Matching Criteria	Entry Type	Element Name	Clear	As of Date			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	
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Step	Action																																																
5	<p data-bbox="328 472 1398 510">From the Requests tab, select Pay Corrections from the Payroll Requests pagelet.</p>  <p>The screenshot shows a web interface with a navigation bar containing 'My Page', 'Self Service', and 'Requests'. Below this are two main sections: 'Self Service Requests' and 'Payroll Requests'. The 'Payroll Requests' section contains a list of request types, with 'Pay Corrections' highlighted by a red box.</p> <table border="1" data-bbox="328 510 1398 1592"> <thead> <tr> <th colspan="2">Self Service Requests</th> </tr> </thead> <tbody> <tr> <td>Submit an Absence Request</td> <td>Non-Chargeable Absence Request</td> </tr> <tr> <td>View My Absence Requests</td> <td>Submit a Delegation Request</td> </tr> <tr> <td>View My Requests (all types)</td> <td>PHS Submit Retirement Docs</td> </tr> <tr> <td>Submit a Drill Request</td> <td>User Access Request</td> </tr> </tbody> </table> <table border="1" data-bbox="328 801 1398 1592"> <thead> <tr> <th colspan="2">Payroll Requests</th> </tr> </thead> <tbody> <tr> <td>View My Requests</td> <td>Absence Request</td> </tr> <tr> <td>Civilian Clothing Allowance</td> <td>Suppl Clothing Allowance</td> </tr> <tr> <td>Officer Uniform Allowance</td> <td>Diving Duty Pay</td> </tr> <tr> <td>Foreign Language Pay</td> <td>Hazardous Duty Pay</td> </tr> <tr> <td>Family Separation Allowance</td> <td>Advance Pay</td> </tr> <tr> <td>Advance Liquidation Schedule</td> <td>Special Duty Pay Request</td> </tr> <tr> <td>Assignment Pay Request</td> <td>Meal Rate</td> </tr> <tr> <td>Cadet ICA</td> <td>Hostile Fire Pay</td> </tr> <tr> <td>Combat Tax Exclusion</td> <td>Career Sea Time</td> </tr> <tr> <td>Career Sea Time Override</td> <td>Career Sea Pay Premium</td> </tr> <tr> <td>Balance Adjustment</td> <td>Hardship Duty Pay</td> </tr> <tr> <td>Pay Corrections</td> <td>Responsibility Pay Override</td> </tr> <tr> <td>Career Sea Pay on TDY</td> <td>Approved Absence Corrections</td> </tr> <tr> <td>Cadet COMRATS</td> <td>PHS Installment Special Pay</td> </tr> <tr> <td>PHS Monthly Special Pay</td> <td>EBDL Completion</td> </tr> <tr> <td>Remove EBDL Completion</td> <td>Proxy - BRS Enrollment</td> </tr> <tr> <td>Proxy - BRS Disenrollment</td> <td>Proxy - Continuation Pay</td> </tr> <tr> <td>TSP Adjustment Request</td> <td>Non-Chargeable Absence</td> </tr> </tbody> </table>	Self Service Requests		Submit an Absence Request	Non-Chargeable Absence Request	View My Absence Requests	Submit a Delegation Request	View My Requests (all types)	PHS Submit Retirement Docs	Submit a Drill Request	User Access Request	Payroll Requests		View My Requests	Absence Request	Civilian Clothing Allowance	Suppl Clothing Allowance	Officer Uniform Allowance	Diving Duty Pay	Foreign Language Pay	Hazardous Duty Pay	Family Separation Allowance	Advance Pay	Advance Liquidation Schedule	Special Duty Pay Request	Assignment Pay Request	Meal Rate	Cadet ICA	Hostile Fire Pay	Combat Tax Exclusion	Career Sea Time	Career Sea Time Override	Career Sea Pay Premium	Balance Adjustment	Hardship Duty Pay	Pay Corrections	Responsibility Pay Override	Career Sea Pay on TDY	Approved Absence Corrections	Cadet COMRATS	PHS Installment Special Pay	PHS Monthly Special Pay	EBDL Completion	Remove EBDL Completion	Proxy - BRS Enrollment	Proxy - BRS Disenrollment	Proxy - Continuation Pay	TSP Adjustment Request	Non-Chargeable Absence
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Career Sea Pay on TDY	Approved Absence Corrections																																																
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Proxy - BRS Disenrollment	Proxy - Continuation Pay																																																
TSP Adjustment Request	Non-Chargeable Absence																																																

Continued on next page

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
6	<p>Enter the member's Empl ID and click Add.</p> <div data-bbox="336 506 756 943" style="border: 1px solid blue; padding: 5px;"> <p>Add Action Request</p> <p><input type="button" value="Add a New Value"/></p> <p>Empl ID <input style="border: 1px solid red;" type="text" value="1234567"/> <input type="button" value="🔍"/></p> <p>Empl Record <input type="text" value="0"/> <input type="button" value="🔍"/></p> <p><input style="border: 1px solid red;" type="button" value="Add"/></p> </div>
7	<p>The Pay Correction Action Request will display. Using the lookup, select the appropriate Pay Element.</p> <div data-bbox="336 1055 1409 1951" style="border: 1px solid blue; padding: 5px;"> <p>Action Request</p> <p>Submit Pay Correction</p> <p>Eddie Brock</p> <ol style="list-style-type: none"> 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. Press Get Details button. If no results appear, the Pay Element - Instance # combination is invalid and will not be able to be submitted. 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. 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. Press Submit. <div data-bbox="376 1391 1401 1576" style="border: 1px solid gray; padding: 5px;"> <p>Request Details</p> <p>Pay Element: <input style="border: 1px solid red;" type="text"/> <input type="button" value="🔍"/> Cancel: <input type="text" value="▼"/></p> <p>Instance #: <input type="text"/></p> <p>New Begin Date: <input type="text" value="31"/> <input type="button" value="📅"/></p> <p>New End Date: <input type="text" value="31"/> <input type="button" value="📅"/></p> </div> <p><input type="button" value="Get Details"/></p> <div data-bbox="376 1637 1401 1823" style="border: 1px solid gray; padding: 5px;"> <p>Request Information</p> <p>Current Begin Date:</p> <p>Current End Date:</p> <p>Amount:</p> <p>Active?:</p> </div> <p>Comment: <input type="text"/></p> <p><input type="button" value="Submit"/> <input type="button" value="Resubmit"/> <input type="button" value="Withdraw"/></p> </div>

Continued on next page

Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action																																																
7 (cont.)	<p>Here is the list of available pay transactions that may be corrected. In this example, Special Duty Pay is being corrected.</p> <div data-bbox="341 539 1139 1688" style="border: 1px solid black; padding: 5px;"> <p>Look Up Pay Element x</p> <p>Search by: Element Name ▼ begins with <input type="text"/> Help</p> <p>Look Up Cancel Advanced Lookup</p> <p>Search Results</p> <p>View 100 First ◀ 1-23 of 23 ▶ Last</p> <table border="1" data-bbox="341 831 895 1688"> <thead> <tr> <th>Element Name</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>ASSIGN PAY</td><td>Assignment Pay</td></tr> <tr><td>BCP</td><td>Board Certified Pay</td></tr> <tr><td>COLA UNIQUE</td><td>COLA Unique</td></tr> <tr><td>COMRATS</td><td>Meal Allowance for Cadets</td></tr> <tr><td>CREW FLT PAY</td><td>Crew Flight Pay</td></tr> <tr><td>CSEAPAY</td><td>Career Sea Pay</td></tr> <tr><td>CSEAPAY PREM</td><td>Career Sea Pay Premium</td></tr> <tr><td>DIVING DUTY</td><td>Diving Duty Pay</td></tr> <tr><td>DMR</td><td>Discount Meal Rate</td></tr> <tr><td>DMR REFUND</td><td>DMR Refund</td></tr> <tr><td>FDHDIP</td><td>Flight Deck Hazardous Duty Pay</td></tr> <tr><td>FOR LANG PAY</td><td>Foreign Language Proficiency</td></tr> <tr><td>FSA</td><td>Family Separation Allowance</td></tr> <tr><td>HARDSHIP PAY</td><td>Hardship Duty Pay - Location</td></tr> <tr><td>HDIP</td><td>HDIP Visit Board Search Seizur</td></tr> <tr><td>HFP IDP</td><td>Hostile Fire/Imminent Danger</td></tr> <tr><td>HLTH INC PAY</td><td>Health Profession Incentive</td></tr> <tr><td>HLTHBRDCERT</td><td>Health Profession Board Crt IP</td></tr> <tr><td>NON CREW PAY</td><td>Non-Crew Flight Pay</td></tr> <tr><td>OPV</td><td>Optometrist/Veterinarian Pay</td></tr> <tr><td>SDAP</td><td>Special Duty Assignment Pay</td></tr> <tr style="border: 2px solid red;"><td>SP DUTY PAY</td><td>Special Duty Pay</td></tr> <tr><td>VSP</td><td>Variable Special Pay</td></tr> </tbody> </table> </div>	Element Name	Description	ASSIGN PAY	Assignment Pay	BCP	Board Certified Pay	COLA UNIQUE	COLA Unique	COMRATS	Meal Allowance for Cadets	CREW FLT PAY	Crew Flight Pay	CSEAPAY	Career Sea Pay	CSEAPAY PREM	Career Sea Pay Premium	DIVING DUTY	Diving Duty Pay	DMR	Discount Meal Rate	DMR REFUND	DMR Refund	FDHDIP	Flight Deck Hazardous Duty Pay	FOR LANG PAY	Foreign Language Proficiency	FSA	Family Separation Allowance	HARDSHIP PAY	Hardship Duty Pay - Location	HDIP	HDIP Visit Board Search Seizur	HFP IDP	Hostile Fire/Imminent Danger	HLTH INC PAY	Health Profession Incentive	HLTHBRDCERT	Health Profession Board Crt IP	NON CREW PAY	Non-Crew Flight Pay	OPV	Optometrist/Veterinarian Pay	SDAP	Special Duty Assignment Pay	SP DUTY PAY	Special Duty Pay	VSP	Variable Special Pay
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Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
8	<p>Enter the Instance# obtained from the pay element on the member's EABP (step 4).</p> <p>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.</p> <div data-bbox="327 689 1396 1579" style="border: 1px solid blue; padding: 5px;"> <p>Action Request</p> <p>Submit Pay Correction</p> <p>Eddie Brock</p> <ol style="list-style-type: none"> 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. Press Get Details button. If no results appear, the Pay Element - Instance # combination is invalid and will not be able to be submitted. 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. 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. Press Submit. <div data-bbox="363 1021 1390 1209" style="border: 1px solid gray; padding: 5px;"> <p>Request Details</p> <p>Pay Element: <input type="text" value="SP DUTY PAY"/> <input type="button" value="🔍"/> Cancel: <input type="text" value=""/> <input type="button" value="▼"/></p> <p>Instance #: <input style="border: 2px solid red;" type="text" value="1"/></p> <p>New Begin Date: <input type="text"/> <input type="button" value="📅"/></p> <p>New End Date: <input type="text"/> <input type="button" value="📅"/></p> </div> <p style="text-align: center;"><input style="border: 2px solid red;" type="button" value="Get Details"/></p> <div data-bbox="363 1267 1390 1456" style="border: 1px solid gray; padding: 5px;"> <p>Request Information</p> <p>Current Begin Date: 10/03/2019</p> <p>Current End Date:</p> <p>Amount: CALCULATED BY GLOBAL PAYROLL</p> <p>Active?: YES</p> </div> <p>Comment: <input type="text"/></p> <p style="text-align: center;"> <input type="button" value="Submit"/> <input type="button" value="Resubmit"/> <input type="button" value="Withdraw"/> </p> </div>

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Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
9	<p>To Cancel the pay entitlement, select YES from the Cancel drop-down. ONLY select YES if this member was never entitled to this pay element OR the pay transaction has NOT processed through a payroll calculation:</p> <div data-bbox="328 577 1398 806" style="border: 1px solid blue; padding: 5px;"> <p>Request Details</p> <p>Pay Element: <input type="text" value="SP DUTY PAY"/> Cancel: <input style="border: 2px solid red;" type="text" value="YES"/> ▼</p> <p>Instance #: <input type="text" value="1"/></p> <p>New Begin Date: <input type="text"/> </p> <p>New End Date: <input type="text"/> </p> </div> <p>To Stop the pay entitlement or correct the end date, enter the New End Date and select NO from the Cancel drop-down:</p> <div data-bbox="328 916 1398 1144" style="border: 1px solid blue; padding: 5px;"> <p>Request Details</p> <p>Pay Element: <input type="text" value="SP DUTY PAY"/> Cancel: <input style="border: 2px solid red;" type="text" value="NO"/> ▼</p> <p>Instance #: <input type="text" value="1"/></p> <p>New Begin Date: <input type="text"/> </p> <p>New End Date: <input style="border: 2px solid red;" type="text" value="11/22/2019"/> </p> </div> <p>To Correct the start date of the pay entitlement, enter the appropriate New Begin Date and select NO from the Cancel drop-down:</p> <div data-bbox="328 1254 1398 1482" style="border: 1px solid blue; padding: 5px;"> <p>Request Details</p> <p>Pay Element: <input type="text" value="SP DUTY PAY"/> Cancel: <input style="border: 2px solid red;" type="text" value="NO"/> ▼</p> <p>Instance #: <input type="text" value="1"/></p> <p>New Begin Date: <input style="border: 2px solid red;" type="text" value="10/08/2019"/> </p> <p>New End Date: <input type="text"/> </p> </div>

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Pay Corrections Action Request, Continued

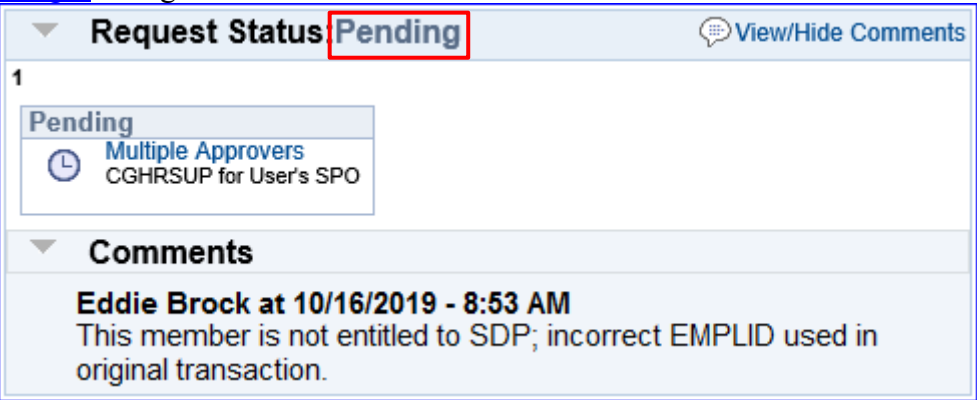
Procedures,
continued

Step	Action
10	<p>Enter Comments indicating the reason for the Pay Correction Action Request and click Submit.</p> <div style="border: 1px solid blue; padding: 5px;"> <p>Action Request</p> <p>Submit Pay Correction</p> <p><u>Eddie Brock</u></p> <ol style="list-style-type: none"> 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. <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Request Details</p> <p>Pay Element: <input type="text" value="SP DUTY PAY"/> <input type="button" value="🔍"/> Cancel: <input type="text" value=""/> <input type="button" value="▼"/></p> <p>Instance #: <input type="text" value="1"/></p> <p>New Begin Date: <input type="text"/> <input type="button" value="BY"/></p> <p>New End Date: <input type="text"/> <input type="button" value="BY"/></p> </div> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Get Details"/></p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Request Information</p> <p>Current Begin Date: 10/03/2019</p> <p>Current End Date:</p> <p>Amount: CALCULATED BY GLOBAL PAYROLL</p> <p>Active?: YES</p> </div> <p>Comment: <div style="border: 2px solid red; padding: 5px; display: inline-block; width: 80%;">This member is not entitled to SDP; incorrect EMPLID used in original transaction.</div></p> <p style="margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Resubmit"/> <input type="button" value="Withdraw"/> </p> </div>

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Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action
11	<p>The Request Status will update to Pending and the request will be forwarded to the SPO tree for approval.</p> <p>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).</p> <p>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.</p> <p>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.</p> 

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Pay Corrections Action Request, Continued

Procedures,
continued

Step	Action																																																																															
12	<p data-bbox="328 477 1399 613">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 so the Active box is no longer checked.</p> <div data-bbox="328 618 1399 1503" style="border: 1px solid black; padding: 5px;"> <p data-bbox="331 622 692 645">Element Assignment By Payee</p> <p data-bbox="331 667 1347 689"><u>Eddie Brock</u> ID 1234567 Empl Record 0</p> <p data-bbox="357 698 520 721">Selection Criteria</p> <table border="1" data-bbox="357 730 1390 860"> <tr> <td>Category</td> <td></td> <td rowspan="4" style="text-align: center;"> <input type="button" value="Select with Matching Criteria"/> <input type="button" value="Clear"/> </td> </tr> <tr> <td>Entry Type</td> <td>Element Name</td> </tr> <tr> <td>As of Date</td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table> <p data-bbox="331 873 459 896">Assignments</p> <p data-bbox="357 909 1366 931"> <input type="button" value="Filter"/> <input type="button" value="Search"/> 1-19 of 19 </p> <p data-bbox="357 954 635 976"> <input checked="" type="button" value="Elements"/> <input type="button" value="Recipient"/> </p> <table border="1" data-bbox="331 994 1390 1498"> <thead> <tr> <th>Element Name</th> <th>Description</th> <th>Process Order</th> <th>Begin Date</th> <th>End Date</th> <th>Active</th> <th>Instance</th> </tr> </thead> <tbody> <tr> <td>CSEAPAY PREM</td> <td>Career Sea Pay Premium</td> <td>999</td> <td>03/23/2017</td> <td>07/19/2018</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>FSA</td> <td>Family Separation Allowance</td> <td>999</td> <td>05/24/2018</td> <td>07/19/2018</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>DMR</td> <td>Discount Meal Rate</td> <td>999</td> <td>09/17/2014</td> <td>03/11/2018</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>DMR</td> <td>Discount Meal Rate</td> <td>999</td> <td>05/21/2018</td> <td>07/18/2018</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>DMR</td> <td>Discount Meal Rate</td> <td>999</td> <td>06/18/2019</td> <td></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>IN SRVC DEBT</td> <td>In-Service Debt</td> <td>999</td> <td>09/01/2018</td> <td>09/30/2018</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>IN SRVC DEBT</td> <td>In-Service Debt</td> <td>999</td> <td>09/01/2018</td> <td>09/30/2018</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>DMR REFUND</td> <td>DMR Refund</td> <td>999</td> <td>08/01/2017</td> <td>08/07/2017</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> <tr style="border: 2px solid red;"> <td>SP DUTY PAY</td> <td>Special Duty Pay</td> <td>999</td> <td>10/03/2019</td> <td></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> </div>	Category		<input type="button" value="Select with Matching Criteria"/> <input type="button" value="Clear"/>	Entry Type	Element Name	As of Date				Element Name	Description	Process Order	Begin Date	End Date	Active	Instance	CSEAPAY PREM	Career Sea Pay Premium	999	03/23/2017	07/19/2018	<input checked="" type="checkbox"/>		FSA	Family Separation Allowance	999	05/24/2018	07/19/2018	<input checked="" type="checkbox"/>		DMR	Discount Meal Rate	999	09/17/2014	03/11/2018	<input checked="" type="checkbox"/>		DMR	Discount Meal Rate	999	05/21/2018	07/18/2018	<input checked="" type="checkbox"/>		DMR	Discount Meal Rate	999	06/18/2019		<input checked="" type="checkbox"/>		IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	<input checked="" type="checkbox"/>		IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	<input checked="" type="checkbox"/>		DMR REFUND	DMR Refund	999	08/01/2017	08/07/2017	<input checked="" type="checkbox"/>		SP DUTY PAY	Special Duty Pay	999	10/03/2019		<input type="checkbox"/>	
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