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
	Continued on next page
	r

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.

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. 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.				
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 hospitalization. 				

CG-7220G	The SPO cannot stop CGSMR of memo authorized by CG-1332.	colle	ctions without a C	G-7220G	form or a	
	In addition, the bottom section of by the Pay Tech and the SPO A that CGSMR collection is stopp	of th udite oed a	e CG-7220G form or to document the nd when CGSMR	must be offective collection	completed dates n is	
	restarted.		-		Date	
	Technician Signature: (Transaction Entered)	SPO Au (Transa	Iditor Signature: Inction Approved)			
	1. Galley closed. CGSMR collection suspended. Effective Date:	1	2. Galley operational. CGSMR dedu	ction collection app	plied. 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 imple submitting and validating pay to Personnel Offices (SPOs). See identifying, and researching pay • Pay Calculation Results • One Time Positive Input (OT) • Element Assignment by Payer	men cansa the f y trai PI) e (EA	ted a standard busi actions entered by s following user guid nsactions:	ness proc Servicing les for na	vigating,	
			Сол	ntinued of	n next page	

Procedures See below.

Step			Action					
1	The Instance number	r of the pay Pay Correc	transaction must b	be obtained before processing a				
	concerton using the ray concertons recton request.							
	Click on the Pay Pr	ocessing Sh	nortcuts Tile.					
	Pay Processing S	shortcuts						
		2						
	•0•							
1.5	Select the Element	Assignmen	t By Payee option.					
	Pay Calculation	on Results	;					
	📄 Element Assigi	nment By P	Payee					
	📔 One Time (Pos	itive Input)						
2	Enter the ment of a	Email ID a	ad alian Caanab					
2	Element Assignment	t By Payee	nd chek Search.					
	Enter any information you hav	e and click Searc	ch. Leave fields blank for a li	st of all values.				
	Find an Existing Value							
	Search Criteria			-				
	Empl ID	begins with 🗸	1234567					
	Empl Record	=						
	Name	begins with						
	Last Name	begins with 🗸						
	Second Last Name	begins with 🗸						
	Alternate Character Name	begins with 🗸						
	Middle Name	begins with						
	Business Unit	begins with 🗸						
	Department Set ID	begins with		٩				
	Department	begins with 🗸		٩				
		-i- 0t - 💷 /						
	Search Clear Ba	sic Search 🖳 S	Save Search Unterla					

Procedures,

continued

Step	Action									
3	A list of the member's EABPs will display. It may be necessary to click the									
	Expand 10 Element Assi	Expand icon to display the Instance Number.								
	Eddie Brock			IC	1234567		Empl Record 0			
	Selection Crit	eria				Select w	vith Matching Criteria			
	Categ Entry Ty As of D	ory ype	Element N	ame			Clear			
	Assignments	ate								
	म्झ Q Flements	Recipient					1-19 of 19 V			
	Element Name	Description	Process Order	Begin Date	End Date	Active	Instance			
	CSEAPAY PREM	Career Sea Pay Premium	999	03/23/2017	07/19/2018	M	^			
	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	Z				
	DMR REFUND	DMR Refund	999	08/01/2017	08/07/2017	M				
	SP DUTY PAY	Special Duty Pay	999	10/03/2019		×.	~			
	<u>L</u>									

Procedures,

continued

ep				Action						
	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 th	e DA home page. nment By Payee								
	Eddie Brock			ID 12345	67		Empl	Record 0		
	Selection Crite	ria								
	Catego	гу				Se	elect with Ma	tching Criteria		
	Entry Ty As of Da	pe Ele	ement Nam	e			CI	ear		
	Assignments									
								19 of 19	I	
	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	V	1			
	FSA	Family Separation Allowance	999	05/24/2018	07/19/2018	1	5			
	DMR	Discount Meal Rate	999	09/17/2014	03/11/2018	7	1			
	DMR	Discount Meal Rate	999	05/21/2018	07/18/2018	1	2			
	DMR	Discount Meal Rate	999	06/18/2019		1	3			
	IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	V	3			
	IN SRVC DEBT	In-Service Debt	999	09/01/2018	09/30/2018	V	4			
	DMR REFUND	DMR Refund	999	08/01/2017	08/07/2017	~	1			

Procedures,

continued

Step	Action						
5	Select Requests from the My I	Homepage drop-down. Click on the Payroll					
	Requests Tile.						
	0	û : ∅					
	My Homepage 🔻						
		Je Payroll Requests					
	My Homepage						
	Requests	s E					
	Product	non D					
5.5	Select the Pay Corrections op	tion.					
	📔 View My Requests	Career Sea Pay Premium					
	E Absence Request	Balance Adjustment					
	Civilian Clothing Allowance	Hardship Duty Pay					
	Suppl Clothing Allowance	Ray Corrections					
	Cfficer Uniform Allowance						
	Diving Duty Pay	Responsibility Pay					
	Foreign Language Pay	Career Sea Pay on TDY					
	Hazardous Duty Pay	Approved Absence Corrections					
	Family Separation Allowance	Cadet COMRATS					
	T Advance Pay	PHS Installment Special Pay					
	Special Duty Pay Request	PHS Monthly Special Pay					
	Advance Liquidation Schedule	EBDL Completion					
	Assignment Pay Request	Remove EBDL Completion					
	Assignment Incentive Pay	Proxy - BRS Enrollment					
	T Meal Rate	Proxy - BRS Disenrollment					
	Tadet ICA	Proxy - Continuation Pay					
	📄 Hostile Fire Pay	TSP Adjustment Request					
	Combat Tax Exclusion	Non-Chargeable Absence					
	📄 Career Sea Time	SMR Batch Submission					

Procedures,

continued

Step	Action
6	Enter the member's Empl ID and click Add .
	Add Action Request
	Add a New Value
	Empl ID 1234567
	Empl Record 0
	Add
7	The Submit Pay Correction Action Request will display. Using the lookup, select the appropriate Pay Element .
	Action Request
	Submit Pay Correction
	Eddie Brock
	 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.
	Request Details
	Pay Element: Cancel:
	New Begin Date:
	New End Date:
	Get Details
	Request Information
	Current Begin Date: Current End Date:
	Amount: Active?:
	Comment:
	Submit Resubmit Withdraw

Procedures,

continued

Step		Action							
7	Here is the list	Here is the list of available pay transactions that may be corrected. In this							
(cont.)	example, Special Duty Pay is being corrected.								
()	Look Up Pav	Flement	×						
	LOOK OP Fay	Liement	<u> </u>						
			Help						
	Search by: E	Element Name 🗸 begins with							
	Look Up	Cancel Advanced Lookup							
	Search Results	5							
	View 100	First 🕚 1-25 of 25 🕑 Last							
	Element Name	Description							
	ASSIGN PAY	Assignment Pay							
	BAS II	Basic Allow for Subsistence II							
	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							
	HPCHDIP	HDIP High Pressure Chamber							
	NON CREW PAY	Non-Crew Flight Pay							
	OPV	Optometrist/Veterinarian Pay							
	SDAP	Special Duty Assignment Pay							
	SP DUTY PAY	Special Duty Pay							
1	VSP	Variable Special Pay							

Procedures,

continued

Step	Action
8	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
	Action Request
	Submit Pay Correction
	Eddie Brock
	 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.
	Request Details
	Pay Element: SP DUTY PAY Q Cancel:
	New Begin Date:
	New End Date:
	Get Details
	Request Information
	Current Begin 10/03/2019 Date: Current End Date:
	Amount: CALCULATED BY GLOBAL PAYROLL
	Active?: YES
	Comment:
	Submit Resubmit Withdraw

Procedures,

continued

Step			Acti	on	
9	To Cancel the	pay entitlement,	select YE	S from th	e Cancel drop-down. ONLY
	select YES if the	his member was	NEVER e	ntitled to	this pay element OR the pay
	transaction has	NOT processed	through a	payroll c	alculation:
	Request Details				
	Pay Element:	SP DUTY PAY	Q	Cancel:	YES 🗸
	Instance #:	1			
	New Begin Date:	31			
	New End Date:	81			
	L				
	To Ston the pa	v entitlement or	correct the	end date	enter the New End Date and
	select NO from	the Cancel dror	o-down.	ena aute	, enter the reev End Date and
	Request Details				
	Pay Element:	SP DUTY PAY	Q	Cancel:	NO 🗸
	Instance #:	1			
	New Begin Date:	31			
	New End Date:	11/22/2019			
	To Correct the	e start date of the	pay entitle	ement, er	ter the appropriate New
	Begin Date an	d select NO fron	n the Canc	el drop-d	own:
	Request Details			•	
	Pay Element:	SP DUTY PAY	Q	Cancel:	NO 🗸
	Instance #:	1			
	New Begin Date:	10/08/2019			
	New End Date:	31			

Procedures,

continued

Step	Action							
10	Enter Comments indicating the reason for the Pay Correction Action Request and click Submit							
	Action Request							
	Submit Pay Correction							
	Eddie Brock							
	 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. 							
	Request Details							
	Pay Element: SP DUTY PAY Q Cancel: ✓ Instance #: 1 ✓ New Begin Date: iii ✓ New End Date: iii							
	Get Details							
	Request Information							
	Current Begin 10/03/2019 Date: 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							

Procedures,

continued

ep	Action						
1	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 i 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 						
	 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. 						
	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						
	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						
	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						

Procedures,

continued

		Ac	tion					
Once the co ensure the o member's l	orrection has been correction process EABPs.	n approved, sed correctl	it is imp y. Repea	ortant to re at Steps 1-	eview the F 4 to naviga	EABP to the		
In this exar authorized monies pai Element Ass	nple, the SDP wa this entitlement. d to the member v signment By Payee	s cancelled The Active will be colle	because box is ne cted.	the memb o longer cl	er was NE' hecked, and	VER d all SDP		
Eddie Brock Selection Cr	ID 1234567				Empl Record 0			
Cate	gory					Select with Matching Criteria		
Entry As of	Element Nan	1e		Clear				
Assignments								
⊐ , Q					1-19 of 19			
Elements	Recipient II							
Elements Element Name	Recipient II»	Process Order	Begin Date	End Date	Active	Instance		
Elements Element Name CSEAPAY PREM	Recipient III Description / Career Sea Pay Premium	Process Order 1 999	Begin Date	End Date 07/19/2018	Active	Instance		
Elements Element Name CSEAPAY PREM FSA	Recipient III Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order 1 999 Ince 999	Begin Date 03/23/2017 05/24/2018	End Date 07/19/2018 07/19/2018	Active ✓	Instance		
Elements Name CSEAPAY PREM FSA DMR	Recipient III Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order 1 999 Ince 999 999	Begin Date 03/23/2017 05/24/2018 09/17/2014	End Date 07/19/2018 07/19/2018 03/11/2018	Active	Instance		
Elements Element Name CSEAPAY PREM FSA DMR DMR	Recipient II Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order n 999 nce 999 999 999 999 999	Begin Date 03/23/2017 05/24/2018 09/17/2014 05/21/2018	End Date 07/19/2018 07/19/2018 03/11/2018 07/18/2018	Active	Instance		
Elements Element CSEAPAY PREM FSA DMR DMR DMR	Recipient III Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order 1 999 Ince 999 Ince 999 999 999 999 999 999 999 999 999	Begin Date 03/23/2017 05/24/2018 09/17/2014 05/21/2018 06/18/2019	End Date 07/19/2018 07/19/2018 03/11/2018 07/18/2018	Active	Instance		
Elements Element Name CSEAPAY PREM FSA DMR DMR DMR IN SRVC DEBT	Recipient III Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order 1 999 Ince 999	Begin Date 03/23/2017 05/24/2018 09/17/2014 05/21/2018 06/18/2019 09/01/2018	End Date 07/19/2018 07/19/2018 03/11/2018 03/11/2018 07/18/2018 09/30/2018	Active	Instance		
Elements Element Same CSEAPAY PREM FSA DMR DMR UMR IN SRVC DEBT IN SRVC DEBT	Recipient III Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order 1 999 Ince 999	Begin Date 03/23/2017 05/24/2018 09/17/2014 05/21/2018 06/18/2019 09/01/2018 09/01/2018	End Date 07/19/2018 07/19/2018 03/11/2018 03/11/2018 07/18/2018 09/30/2018 09/30/2018	Active	Instance		
Elements Element Same CSEAPAY PREM FSA DMR DMR DMR IN SRVC DEBT IN SRVC DEBT DMR REFUND	Recipient III Description IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Process Order 1 999 Ince 999	Begin Date 03/23/2017 05/24/2018 09/17/2014 05/21/2018 06/18/2019 09/01/2018 09/01/2018 08/01/2017	End Date 07/19/2018 07/19/2018 03/11/2018 03/11/2018 07/18/2018 09/30/2018 09/30/2018 09/30/2018	Active	Instance		