

Army Civilian Customer Service Representative (CSR) and Timekeeper Guide to Avoid and Report Pay Problems

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<u>Action</u>	<u>Description</u>
1. <u>Input data accurately and timely</u>	<p>1. The Customer Service Representative (CSR) should accurately input all initial payroll data on newly hired employees. Note: this includes information on transferred employees.</p> <p>2. Timekeepers must coordinate with the Customer Service Representative (CSR) or Civilian Personnel Advisory Center (CPAC) to ensure the accuracy of dates for accession and separation personnel actions.</p> <p>3. Timekeepers should input time and attendance as early as possible and before established suspense dates. Note: all time and attendance must be input prior to running of first pass of the payroll.</p>
2. <u>Work timekeeping reports</u>	Work all timekeeping reports promptly and follow up to ensure that issues have been resolved. Timekeepers should contact the CSR for help if necessary. Note: Some reports will need to be provided to the CSR to the timekeeper.
3. <u>Forward Requests for UICs and org codes (CSRs only)</u>	CSRs will forward all requests for new Unit Identification Codes (UICs) and new organization codes to the servicing Defense Finance Accounting Service (DFAS) payroll office within two workdays of receipt from the personnel community. At the same time, the CSR will send a courtesy email to the servicing Civilian Personnel Operations Center (CPOC) advising the CPOC POC that the request has been forwarded. Note: Coordination with the RM is required for accurate accounting classification. New UICs must be faxed using the DFAS tables update form. New ORG codes must be requested via the Defense Finance Accounting Service Action Request System (ARS Remedy). All requests must be sent to payroll at least 30 days prior to personnel actions being generated.
4. <u>Initiate Special Payment requests (CSRs only)</u>	CSRs will initiate a ticket in the Defense Finance Accounting Service Action Request System (ARS Remedy) to request Special Payments from DFAS based on guidance for timelines and memos signed by the approving authority. The ticket will include the cause of

	<p>the Special Payment request. Note: All invalid actions must have been cleared and time input to DCPS before the special pay request can be processed.</p> <p>Note: Notify the Civilian Personnel Advisory Center (CPAC) when Special Payments based on personnel actions are requested. Employees who start work during the second week of the pay period will be informed by the CPAC that it is possible that their first payment may not be until they have worked a complete pay period.</p>
<p><u>5. Provide Debt information to employees</u></p>	<ol style="list-style-type: none"> 1. CSRs will explain debt annotations on the employee's Leave and Earning Statement (LES) to the employee if the debt was caused by timekeeping. CSRs will forward questions on debts caused by personnel issues to the Civilian Personnel Advisory Center (CPAC) for the explanation of the cause. 2. CSRs will ensure that employees are provided the appropriate Defense Finance Accounting Service (DFAS) point of contact information in order to contact the DFAS Debt team regarding debt inquiries (e.g., the toll-free 1-800 phone number for the DFAS debt team). 3. CSRs should explain the breakout of the debt, if possible (i.e. the amounts that have been repaid, how much is left to pay, and how the debt was calculated) for debts that involve information that is on-line in DCPS. CSRs may contact the servicing DFAS debt team if they need assistance in explaining a debt to the employee. They will forward requests for debt breakouts on off-line DCPS information to the appropriate DFAS servicing payroll office. Additionally, they will advise the employee he/she may contact the debt team directly as stated in the debt letter.
<p><u>6. Report Pay Problems</u></p>	<ol style="list-style-type: none"> 1. Timekeepers will ensure that all pay problems are reported to the CSR. 2. CSRs will ensure that all pay problems are reported to the appropriate action office (either the servicing Defense Finance Accounting Service (DFAS) payroll office or the servicing Civilian Personnel Advisory Center (CPAC) using guidance and timeframes established below.
<p><u>7. Provide training and support to timekeepers (CSR only)</u></p>	<ol style="list-style-type: none"> 1. CSRs will train timekeepers in their duties (if using DCPS on-line) and answer questions as required. 2. CSRs should maintain a list of active timekeepers. The list should include name, phone number, email address,

	and organizational information for the accounts each timekeeper services.
8. <u>Provide assistance to employees with MyPay</u>	CSRs will answer questions from employees on how to use myPay and what type of information is available in myPay.
9. <u>Request DCPS USERIDs</u>	<ol style="list-style-type: none"> 1. CSRs will assist timekeepers in processing requests for DCPS USERIDs using the authorized forms. 2. Timekeepers will complete the DFAS security course prior to requesting a DCPS USERID. 3. CSRS will assist CPACs in processing their requests for view access to DCPS.

Timelines for CSR pay/timekeeping issue that requires coordination/ discussion with CPOC/CPAC

1. The CSR contacts the CPAC POC using the following timeframe guidelines:
 - a) All actions effective the current pay period (including new hire personnel actions) cannot appear in DCPS until the second Tuesday of the pay period or after the personnel action effective in the current pay period is processed whichever is later. CSRs should wait to report any problems until the second Tuesday of the pay period for actions effective in the current pay period. Any problems identified for the current pay period should be reported to the CPAC immediately via phone call or e-mail on the second Tuesday of the pay period. The CPAC will report the problem immediately to the servicing Civilian Personnel Operations Center (CPOC) via phone call or e-mail. The CPOC has until the final payroll deadline (Last Friday of the pay period for Denver-Pensacola; Monday after the end of the pay period for Denver-Charleston; and Tuesday after the end of the pay period for Denver-DFAS) to correct pay problems for the current pay period; however, these corrections are required earlier than that to allow timekeeping input.
 - b) Pay problems that are identified for a previous pay period should be reported immediately. The CPAC has two workdays to research the issue and initiate a pay problem ticket. The CPOC has two weeks to resolve the problem.
 - c) Special Payments based on personnel actions should not be requested until after notification to the CPAC. CPACs inform new employees that they may not get a paycheck if their entrance on duty date is during the second week of the pay period. Every attempt will be made by HR to process accessions to ensure that timekeeping can be entered by the 2nd Wednesday of the pay period. Due to the manual workload involved in processing special payments, they should be kept to a minimum and processed rarely or in hardship cases.

2. The CSR should elevate the problem if no status is received using the following timelines.
 - a) If resolution or status report is not provided to the CSR within two weeks and two workdays of reporting it or within one day for current pay period payroll deadline issues, contact the CPAC Specialist to obtain a status report. (NOTE: The CPAC should have entered the non-payroll deadline item in the Army Civilian Personnel On-line Pay Problem Reporting Tool which has a goal to resolve pay problems within two weeks of receipt in the CPOC.)
 - b) If there is no resolution or explanation for the delay of the resolution within the above timeframes, contact the CPAC Chief.
 - c) If there is still no resolution after four weeks, contact the CPOC Pay Problem Representative for assistance. The list of CPOC Pay Problem Representatives is available from the CPAC.

CSR pay issue that requires coordination/discussion with DFAS

1. The CSR initiates a ticket in the DFAS Action Request System (ARS) Remedy or calls the servicing DFAS payroll office Helpdesk. The DFAS Helpdesk is available to CSRs if it is anticipated that an answer can be provided in less than five minutes.
2. If the resolution provided by the pay technician at the DFAS Helpdesk or as a response to the ARS Remedy ticket is not acceptable, call the DFAS Helpdesk and ask for a DFAS team leader. Timeframe: immediate for payroll deadline items or after working with the pay technician (via ARS Remedy notes) does not result in an acceptable resolution.
3. If DFAS team leader does not respond or provides a resolution that is not acceptable, call the DFAS Helpdesk and ask for supervisor. Timeframe: immediate for payroll deadline items; after discussion with the team leader and reported problem does not result in an acceptable resolution.
4. If DFAS supervisor does not respond or provides a resolution that is not acceptable, call the DFAS Helpdesk and ask for the ARS Remedy POC. Timeframe: immediate for payroll deadline items; after discussion with the supervisor does not result in an acceptable resolution.

CSRs may also request assistance from their MACOM DCPS POC or HQ DA DCPS POC.

NOTE: Upon creation of an ARS Remedy ticket, the creator is advised of the timeframe in which that ticket type is expected to be answered.

17 November 2005